

Australian *Flexible Learning* Framework

supporting e-learning opportunities

Queensland Water Directorate

Demonstrated progress report

Funding – up to AUD\$100,000

Submitted September 2008 to the **Industry Integration of E-learning business activity** of the national training system's e-learning strategy, the **Australian Flexible Learning Framework**

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For more information about E-learning for Industry:

Phone: (02) 6207 3262
Email: industry@flexiblelearning.net.au
Website: <http://industry.flexiblelearning.net.au>
Mail: Canberra Institute of Technology
Strategic and National Projects
GPO Box 826
Canberra ACT 2601

industry.flexiblelearning.net.au



Australian Government

**Department of Education, Employment
and Workplace Relations**



Industry integration of e-learning September 08 Progress Report *qldwater* and TAFE Queensland

1. Business – provider partnerships numbers and growth

In the past business – provider partnerships for training in the water sector have been *ad hoc* and there has been little national coordination. Moreover, at the start of this project there were only two examples of a business – provider partnership for e-learning in the water industry in Australia. These were: a relationship between Wide Bay Water and Sunwater for water worker training and a preliminary arrangement between Wide Bay TAFE and Wide Bay Water to provide on-line training services to other Councils.

The collaborative model of industry sector long-term funding has already (in the first three months) resulted in an increase in the number of relationships through two mechanisms. These are: new partnerships as a direct result of the project, and negotiation of partnerships with other RTOs through leverage provided by the project.

Two new partnerships have arisen as a result of the industry funding. The first is a tripartite agreement (MoU) among *qldwater*, Skillstech Australia and the Queensland Department of Infrastructure and Planning to undertake compulsory fluoridation training in Queensland through a blended approach that includes e-learning. This project was negotiated on the basis of the Workforce Development Strategy that forms a background to the Framework project and the negotiations used marketing material and information generated as part of the project.

Without the Framework funding, the training of over 200 water workers may have been outsourced as non-accredited (face-to-face) training. Thanks to the Framework's industry funding, this training is now being designed, developed, implemented and assessed including e-learning approaches. Sixty students will be trained prior to December 2008. This is an excellent demonstration project because of the high-profile and potentially high-risk nature of the fluoridation roll-out in Queensland.

The second partnership arising out of the project is between TAFE Queensland, *qldwater* and South East Queensland water utilities. In this case, the presence of the Framework's industry funding has meant that when the SEQ water utilities requested that *qldwater* negotiated a partnership



with an RTO to provide future training for the region, a partnership was formed with TAFE Queensland with an integral inclusion of e-learning. The partnership was initiated at a ministerial level following a meeting between **seqwater** and the Queensland Minister for Education and Training (Rod Welford).

This partnership will lead to new employers in SEQ adopting e-learning but this outcome will not be reflected in Table 1 until the partnership has been formalised. Importantly this partnership now encompasses three of the four RTOs previously providing water training in Queensland namely Wide Bay TAFE, SkillsTech Australia and Brisbane Water (an enterprise RTO). An IP agreement is currently being negotiated to combine the existing (background) IP of these three RTOs to create a single accredited course that has industry support as well as national accreditation. The fourth RTO in Queensland is a private provider called Symmonds and Bristow which has given in-principle agreement to involvement in the program.

The second mechanism involving negotiation of partnerships with additional RTOs based on the leverage of the project. Preliminary discussions have been held with Hobart Water and Goldburn-Murray Water RTOS. The interest of both of these RTOs in collaborating in the program is demonstrated by their inclusion on our national reference group. The first meeting of this group is on the 10th of October. The group comprises:

- Hobart Water (RTO - Jenny Byrne) - TAS.
- Mary-Anne Gardner (RTO - Murray Goulburn Water) - Vic
- Government Skills Australia (Prue Madsen) - SA.
- Australian Water Association (Corinne Cheeseman) - NSW.
- Water Industry Operators Association (George Wall) – Vic
- Veolia Water (Phil Benton) - SA
- Queensland Water Directorate & TAFE QLD.

Table 1. Reporting Take-up of e-learning

16	Target	N/A	20	25	28	34	40	46
	Actual	17 ^a	N/A	N/A	N/A	N/A	N/A	N/A
47	Target	N/A	50	52	54	56	58	60
	Actual	47 ^b	N/A	N/A	N/A	N/A	N/A	N/A
75	Target	N/A	170	250	310	380	450	550
	Actual	75 ^b	N/A	N/A	N/A	N/A	N/A	N/A

- a. SEQWater (using e-learning for fluoridation training).
 b. no new courses or enrolments to date.



2. Increasing Demand from businesses for e-learning.

Please see attached Communication and Diffusion Plan.

There is no quantitative evidence of increased demand for e-learning as yet though this will be demonstrated by December 2008. Initial demand from the industry is mixed with many industry advocates sceptical of the value of e-learning for the water industry. However, industry bodies nationally and many industry representatives are supportive of a gradual and 'fit for purpose' migration to e-learning for parts of the industry's training needs.

3. Whole of industry e-learning solutions to critical issues

This is a critical issue for this project. The structure of the water industry is such that solving the training problems in a piece-meal approach is unlikely to be successful in the short term and will certainly fail in the long term. For this reason the approach of this project has been to integrate e-learning in industry training discussions at all levels. The aim is to promote the value of e-learning in parallel to developing demonstration material and 'scoring runs-on-the-board' through the enrolment of e-learning students.

While many of these enrolments will initially be from the Queensland water industry we also have interest from Tasmania, NSW and Veolia Water in Australian and New Zealand. A demonstration to the Pacific Water Association of existing on-line products and the industry-driven process was viewed positively by several Pacific Island Countries. This industry-driven process was possible only because of the Framework long-term industry funding which provided the communication material and information required to promote water industry e-learning to a diverse audience.

Whole of industry approaches are also being ensured through the national reference committee which includes national bodies such as the Australian Water Association, Water Industry Workers Association as well as Government Skills Australia.

4. How are you utilising essential e-learning infrastructure e.g. standards for reuse of learning content, national e-learning resources.

No new materials have been generated as yet but initial design of new content is utilising toolbox content and processes and meeting e-learning standards thanks to the involvement of the Wide Bay TAFE toolbox



coordinator, and the expertise of TAFE Queensland in e-learning design. The final design of all products will make full use of existing e-learning infrastructure.

5. General overview of progress.

Please see attached slides from 4 September meeting.

Progress against timelines and milestones is summarised below. The milestones that are behind schedule are due primarily to delays in formal negotiation of partnerships and the delay in convening the national reference group. These delays will be 'caught up' by December 2008.

Table 2. Progress against Milestones (excerpt from Gantt Chart in Final Business Case)

Milestone	PHASE 1								
	2008								
Deliverable	J	J	A	S	O	N	D		
1.1 Review of needs & barriers	[Progress bar]			Incomplete					
2.1 Communications Plan	[Progress bar]			✓ Complete					
2.2 Graphic design & templates	[Progress bar]			✓ Complete					
2.3 Quarterly Newsletter	[Progress bar]			Incomplete (awaiting Nat Ref Grp meeting 10 Sept)					
Website (~10 pages)	[Progress bar]			Partially (50%) complete					
Marketing collateral	[Progress bar]			Partially (80%) complete					
Marketing Brochures (3/yr)	[Progress bar]			Incomplete (awaiting Nat Ref Grp meeting 10 Sept)					
2.4 Industry displays (4/yr)	[Progress bar]			✓ Complete (Australian Water Association Conf. Mackay, NSW Local Government Water Conf., Balina)					
Industry Launch	[Progress bar]			Incomplete (awaiting Nat Ref Grp meeting 10 Sept)					
Conference presntns (6/yr)	[Progress bar]			✓ Complete (Australian Water Association Conf. Mackay, Logov, Logan Oct)					
Meetings/promotion (30/yr)	[Progress bar]			✓ Complete (see list below)					
Fortnightly website	[Progress bar]			Incomplete (awaiting finalisation of website)					



updates			
<i>Framework milestones</i>			✓ Complete
3.1 Outline of new fee structure.			✓ Complete
3.2 Outline of new products.			Incomplete (30%)
3.3 New incentives.			Incomplete
4.1 Report on new products.			Incomplete (20%) awaiting finalisation of review of needs and barriers.
4.2 MoU (RTO and industry).			✓ Complete
4.3 Report (capacity/capability).			Incomplete
4.4 Mentoring promotion			
4.5 TAFE Qld strategic plan.			
4.6 new e-learning units, 3/yr.			
4.7 'one-stop-e-learning shop'			Incomplete (65%)
5.1 Review of industry links			
5.2 Integration in industry plans			
5.3 Additional partners (3/yr)			

28 July 2009

Mr Ralph Burch
Project Manager
SEQ Water
BRISBANE Q 4000

Dear Ralph

Wide Bay Institute of TAFE on behalf of TAFE Queensland thanks you for the opportunity to submit this quote for resource development in the topics listed below for your organisation.

As discussed with Kate Niblett, I have prepared a proposal designed to meet your needs in terms of desired services and value.

Staff

TAFE Queensland is able to draw upon the vast experience and resources of Queensland's largest training provider. Our highly qualified and experienced staff provide the skills and knowledge that will ensure the development of a industry relevant, quality product.

Details of Resource Development

Topic Details	Duration	Fee
Topic 1: Refresher of Fluoride Code of Practice and Regulations with emphasis on reporting; and	Development to be completed by 28 th August, 2009	\$11,250.00
Topic 2: Water Supply Safety and Reliability Act		

Timeframe

Development to be completed by 28th August, 2009.

Quotation validity

This quotation will remain valid for 30 days from the date herein.

Quality assurance

Wide Bay Institute of TAFE is currently operating a third party certified Quality Assurance System. This certification complies with the requirements of AS/NZS ISO 9001:2000 and is effective from 4 December 2007. The certification number is 7298.

All Mail

Locked Mail Bag 279
Maryborough Qld 4650
Australia

Web

widebay.tafe.qld.gov.au

Phone

1300 656 188

Bundaberg

Walker Street
Bundaberg Qld 4670
Fax 07 4150 5891

Gympie

71 Cartwright Road
Gympie Qld 4570
Fax 07 5480 3650

Hervey Bay

Urraween Road
Pialba Qld 4655
Fax 07 4120 6423

Maryborough

Nagel Street
Maryborough Qld 4650
Fax 07 4123 4184



Goods and services tax

Where a goods and services tax (GST) is imposed in Australia and has application to any supply of a product or services in this contract, pay to Wide Bay Institute of TAFE (the Institute), subject to the Institute issuing a valid tax invoice, such amounts as the Institute shall, by law, be required to collect GST.

Confirmation of course particulars

It would be appreciated if you could notify Wide Bay Institute of TAFE as soon as possible in regard to and changes to the delivery of services. This will allow us time for preparation and organisation.

Confirmation of acceptance – method of payment

Acceptance of this offer shall be made in writing. For your convenience, a Form of Agreement is attached. Should you wish to accept this quote please complete, sign and return the Form of Agreement via fax prior to service commencement. Payment will be required as agreed on the Form of Agreement payment schedule.

We are very keen to deliver these services for you and will be happy to commence negotiations regarding a start date as soon as you have completed the attached Form of Agreement.

Cancellation/withdrawal clause

The organisation agrees to accept the terms and conditions as detailed below:

- a) **Refund if program or course cancelled by Institute Director**
 - If the Institute Director cancels a course before it starts, the Institute Director **must refund** the fees paid for the program or course.
- b) **Refund if enrolment cancelled more than 5 Days before program or course starts**
 - If a student cancels enrolment in a non-government funded course five days before it starts, the Institute Director **must refund** the fees the student paid for the program or course after deducting an administration charge of \$10.00.
- c) **Refund if enrolment cancelled less than 5 days before program or course starts**
 - If a student cancels enrolment in a non-government funded course less than 5 days before it starts or a student starts the course, the Institute Director **shall not refund** any fees and charges paid by/for the student and **shall not cancel any remaining payments** due in respect of the enrolment.
- d) **Refused applications for fee exemptions, refunds and time to pay**
 - If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for refusal.
 - The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.
 - An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

All cancellation/withdrawals relating to non-government funded programs must be made on the prescribed form in accordance with the TAFE Qld Student Refund Policy.

If you require any further information or clarification, please feel free to contact me on **07 41202459**.

Citizenship of Participants

Please note that any participants covered by this agreement who are not Australian Citizens may not be eligible to receive training at the above quoted price. Should this situation arise, please contact the Administration Officer on the number below for further clarification.

Point of contact – acceptance of agreement

To allow us to offer you a point of contact once agreement has been accepted, you have been assigned to:

- **Donna Norman** on **07 41202459** for all program delivery issues.
- **Lorelle Nordling**, Administration Officer Sales and International on (07) 4120 2467 for all administrative and financial enquiries.

Again, thank you for allowing TAFE Queensland the opportunity to quote on providing you with high quality services.

Yours sincerely



DONNA NORMAN
Director, Training Solutions
Wide Bay Institute of TAFE

REPORT TO

**THE DEPARTMENT OF EDUCATION
TRAINING AND THE ARTS**

**UPDATE ON SKILL REQUIREMENTS FOR
THE WATER INDUSTRY**

**WATER INDUSTRY TRAINING ASSOCIATION
December 2008**

Disclaimer:

The Water Industry Training Association has taken all reasonable steps commensurate with its resources to ensure the accuracy, validity and currency of the information and conclusions contained in this document. The Water Industry Training Association will not be liable for any damages arising from the use of this information.

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Report to Department of Education Training and the Arts on Water Industry Training Needs

1.0 Introduction

The Water Industry Training Association (WITA) is an organisation that was developed for the specific purposes of providing advice on training matters to the Department of Education, Training and the Arts for the Water Industry. WITA has a long association with the Department of Education and Training as the primary adviser, and in the new climate of industry engagement has once again provided the intelligence to the Department of Education Training and the Arts in the form of this report.

As all stakeholders are aware though, the significance of the Water Industry and its engagement strategy has seen a level of support provided recently through the Queensland Water Directorate that was previously not available to WITA or the Department of Education and the Arts. The Water Industry believes that a united strategy with all of the key industry stakeholders contributing will provide the best opportunity for delivering quality advice on Water Industry training and workforce development matters.

With this in mind, the Queensland Water Directorate and its membership, in partnership with WITA, the relevant Trade Unions, Water Industry Regulators and Registered Training Organisations, is now in a position where it is interested in developing a model for engagement based on the Centre of Excellence model adopted by the Aviation, Mining, Manufacturing, Construction and Energy Industries. This group has identified that as a united sector gathering greater detail in its intelligence to the Department of Education, Training and the Arts, it will be in a position to deliver far greater strategic reports to better plan a workforce development strategy.

Further to this, the Water Directorate has begun to enter into negotiations with the Public Providers to establish an effective purchasing arrangement when it comes to training delivery. As the training for the water sector is a thin market, all of the parties recognise the need for a more integrated approach to their purchase of training from providers such as TAFE Queensland Institutes and Private Registered Training Organisations.

This report has been produced by WITA to update the Department of Education, Training and the Arts on the progress of Water Industry training relationships and provide some recommendations for how the Department of Education, Training and the Arts can foster on-going development in regarding these relationships.

2.0 Executive Summary

The report opens with a summary of the Water Industry, its demographics and issues. It explains that the industry is responsible for the delivery of water services to the community and describes the challenges of achieving its goals. It also describes how the market for training is thin due to the fact water treatment and supply is required from a small and aging workforce scattered right around Queensland.

This report focuses on two occupational streams contained in the Water Industry. It does not focus on the trades such as electrical or plumbing, or other occupations such as administrative or transport workers, as the needs for training in these occupations are covered by other Advisory Groups.

Report to Department of Education Training and the Art on Water Industry Training Needs

The occupational streams that this report has its focus on is the Civil Workforce, which is responsible for the installation and maintenance of underground water distribution assets, and the Water Industry Operators Workforce who are responsible for the treatment of water and wastewater for drinking water supplies and recycling, and for discharge into waterways. There are references to bulk water providers, but the Water Industry stakeholders reported that these workers are very few in number, and that the bulk of the attention for Water Industry training should be targeted at the Civil and Treatment streams.

The report identifies the need to meet regulatory and licensing requirements. The report identifies the units of competency from the NWP07 Water Industry Training Package for Water Industry Regulation, including regulation for treating water for drinking, recycling and fluoridation, and the BCC03 Building and Construction Training Package for the occupational licensing for operating certain plant and equipment. The report also identifies the qualifications with currently no training that organisations and workers are seeking from Registered Training Organisations.

The market for training in both of these occupational streams is thin. With this in mind, the Water Industry is keen to implement a strategy which will assist it manage its market effectively. For the Civil Workforce, a mix of units which includes the Certificate II in Water Industry Operations units and Building and Construction units of competency will be required. For the Water and Wastewater treatment operations, the units of competency are found in the Water Industry Training Package. The first task for the Water Industry, that the Traineeships are declared for their entry level workforce, has been achieved with the declarations occurring in early December 2008.

To deliver to its workforce, the Water Industry has identified the need to establish a more coordinated approach to providing Registered Training Organisations with a reasonable supply of work. It proposes that the gathering of intelligence for the Registered Training Organisations and the Department of Education, Training and the Arts is performed through a proposed Centre of Excellence, based on the existing models for Aviation, Mining, Manufacturing and Energy. In the short term though, a Skills Formation/Brokerage strategy is needed to address the current needs, which includes an extensive audit of resources to enhance the delivery of training. The report identifies the current training providers and the units of competency and qualifications that they are registered to deliver.

In the final section, the report has a brief scan of the current resources and Registered Training Organisations available to deliver training for the industry. The report identifies that there are some resources that will require an upgrade, and that there will need to be an effective succession plan put in place to ensure the intellectual property is not lost with the retirement of the current trainers.

3.0 Industry Scope

3.1 Overview of the Water Industry

For the purposes of this report, the Water Industry is responsible for a variety of functions in delivering water services to the community. In terms of the NWP07 Water Industry Training Package, the competency standards and qualifications address the following key industry sub sectors:

1. water supply
2. sewerage and drainage services
3. pipeline transport - water only

Report to Department of Education Training and the Art on Water Industry Training Needs

The types of enterprises in Queensland that deliver and regulate such services include:

1. local governments and water corporations (eg Brisbane Water)
2. manufacturers and processing plants, primary industries including mines (treatment of waste water for discharge)
3. resource managers and regulators such as the Queensland Water Commission, the Department of Natural Resources and Water and the Environmental Protection Agency
4. Catchment organisations such as SEQ Water and SunWater

3.2 Water Industry Issues

In terms of the current shape of the industry and the issues that the industry faces, the following is a brief summary.

Much of South East Queensland is currently experiencing a major population growth. The infrastructure and services therefore require growth and continuous maintenance to meet the community demands. For water service providers, they are finding that they are required to deliver more water to more people in a timely and safe manner. This puts strain on the infrastructure and the human resources needed to deliver water services.

In other parts of Queensland, the community is experiencing population decline. In areas such as this, the experience is quite different in that the infrastructure in many cases requires an upgrade due its age and degradation. These regions will experience different demands in that they often have Water Industry operators that are nearing retirement and if infrastructure is upgraded it will require specialist training to bring these workers up to date with the new plant and technology. A further strain is that due to the age of many of these workers there is the added burden of having to consider the likely retirement of these workers in the near future and the process of recruiting new workers which can be difficult in the regions that are competing with other industries that pay high wages for skilled and semi skilled work.

The recent drought has affected the way the government and the community think about the collection and harvest of water. The debate about the use of recycled water for instance has revealed a requirement for the development of further skills not previously considered such as processes required for the treatment of water for the purposes of reuse.

There are also regulatory pressures that have emerged that affect the quality of water delivered and the training required for Water Industry operators. The declaration of the *Water Supply (Safety and Reliability) Act (2008)* will provide powers to the Department of Natural Resources and Water to determine the competency needs of Water Industry operators. Most likely, the Department of Natural Resources and Water will require that operators have completed units of competency from National Training Packages to meet this regulatory requirement.

The Water Industry understands that it needs a more strategic approach in terms of managing its training processes. It has begun to acknowledge that seminars and non accredited training, whilst very useful, are not the only solution to providing greater skills to staff and increasing productivity in the workplace. The industry recognises that formal training, conducted by a Registered Training Organisation, is paramount to meeting regulatory and community requirements, and that coordination from the industry to strategically manage this issue is essential.

Report to Department of Education Training and the Art on Water Industry Training Needs

To determine the demand for training, the Water Industry, through the Queensland Water Directorate, has also begun the process of undertaking extensive research. The Queensland Water Directorate has reported to WITA that in January 2009 it will have completed a survey of its members which will collect data on the recruitment and training needs for the next 5 years. Like most Australian industries, the Water Industry is facing a pending 'mass retirement' of baby boomer workers which will leave a large hole in its workforce if an effective workforce development strategy which includes recruitment, re-skilling and retention is not developed.

The Water Industry is confident that recent changes in the structure of local government councils, through the amalgamation process, which has seen the development of a number of 'super councils' will assist the industry in its approach to training and engagement with Registered Training Organisations.

With economies of scale developed, the industry will have the ability to act in a more corporate manner and will develop strategic policies and procedures in relation to purchasing. In terms of training, this will allow a more structured approach to purchasing where Registered Training Organisations are approached by a number of member organisations, or a peak body, with a greater volume of students, and with a planned strategy for delivery and assessment, rather than a number of small organisations approaching Registered Training Organisations individually and sporadically with limited student numbers and in many cases requiring delivery in remote and regional areas.

A coordinated approach to the purchase of training will be greatly beneficial to both sides, as the industry will always be one that is a thin market in terms of training demand. A Skills Formation/Brokerage strategy may be an effective methodology to enable this to occur.

Further, the industry has also taken the initiative and begun discussions between Water Industry peak bodies such as the Queensland Water Directorate, Unions, the Water Industry Training Association and a number of Registered Training Organisations to develop a model for a Centre of Excellence.

The Water Industry views the need for a Centre of Excellence to inform government on the strategies the industry will seek to adopt for workforce development which specifically target:

1. how the industry will recruit its future workforce and replenish its existing workforce,
2. how the industry will up skill its existing workforce to meet regulatory and community expectations and to enhance its capability and its productivity,
3. and how the industry will retain its workforce through offering genuine and attractive career paths.

The industry has already begun the process of developing such strategies which will be accompanied with extensive primary research to help inform government and importantly the Registered Training Organisations on its immediate and longer term training needs.

In terms of this report, the major focus of the discussion and recommendations focuses on the following employment areas:

1. Water Treatment and Waste Water Treatment (Including water treatment for the supply of potable water, sewerage and waste water treatment and recycling water)
2. The Civil Workforce (includes the laying and maintenance of water distribution assets)

Report to Department of Education Training and the Arts on Water Industry Training Needs

3.3 Registered Training Organisations

There are a number of public and private Registered Training Organisation delivering and assessing against the NWP07 Water Industry Training Package. According to the National Training and Information Services (NITS) database, the following providers are registered in Queensland to deliver and assess outcomes against the NWP07 Water Industry Training Package:

1. Comet Training Pty Ltd
2. ENVIRO-CHECK ENTERPRISES PTY LTD
3. Learning Systems Australia Pty Ltd (one unit of competency only)
4. Simmonds and Bristow Pty. Ltd.
5. TAFE NSW - Riverina Institute
6. Wide Bay Institute of TAFE QLD

NOTE: According to the National Training Information Services (NTIS) web-site, Skills Tech Australia is not registered to deliver against the NWP07 Water Industry Training Package.

For the full details on the units of competencies (for those providers who do not have the scope to deliver full qualifications) and the qualifications that these RTOs are registered to deliver, see Attachment 2 to this report.

3.4 Major Projects

There are a number of projects that will impact on the skilling needs of the Water Industry. A number of water treatment plants are going to have upgrades which will require training for operators (post treatment plant upgrade).

The Department of Natural Resources and Water has advised upgrades to the following treatment plants:

1. Pimpama/Coomera
2. Rochedale
3. Yarrabilba (Beaudesert)
4. Mackay
5. Ripley Valley (Western Corridor Pipeline)

There will also be further development work on the South East Water Grid project that will link water supply resources throughout South East Queensland. This project will have minor impact on training needs as much of the development is construction related rather than water treatment. When the Water Grid is completed though, the maintaining of the pipeline and the facilities and equipment will require skilled workers.

3.5 Inter Government Agency Coordination

With the amount of change and with projects nearing completion, communication between the Queensland Government agencies that are regulating the Water Industry and the Department of Education, Training and the Arts is important. The Department of Natural Resources and Water has been informed that the Department of Education, Training and the Arts need to be consulted on projects and on regulation that affects the training sector. The Department of Natural Resources and Water acknowledges this need and has requested that the Department of Education, Training and the Arts

Report to Department of Education Training and the Art on Water Industry Training Needs

formally approaches them so that the Department of Education, Training and the Arts can be included on the Department of Natural Resources and Water's official stakeholder list.

The development of a Water Industry Centre of Excellence would also play a key role in coordinating key industry stakeholders and communicating education and training needs to all key Water Industry stakeholders.

4.0 Training Needs as Identified by Regulators

4.1 Water and Sewerage Treatment

There are a number of Queensland Government actors that play a role in the delivery of water to communities and industry.

In brief, for the regulation on water quality, the Department of Natural Resources and Water and the Environmental Protection Agency are the 2 key Queensland Government Departments who are responsible for regulating the industry to produce clean drinking water and to maintain clean waterways after waste water is discharged.

The Department of Natural Resources and Water has developed legislation which has specific requirements that impact on the organisations and workers responsible for delivering water services, and thus covered in the context of this report.

The prime sector that the guidelines for the delivery of water services in the view of the Department of Natural Resources and Water are concerned with are with the local government councils, and local water corporations that are treating water and waste water, and the large industry operators such as mines and manufacturing plants and refineries that have water treatment licenses.

In terms of the heavy industry and mines, they will 'fall under' the Department of Natural Resources and Water legislation if the water that they discharge is on-sold to a third party, and this on-sold water has human impacts (eg if a mine sells their recycled water to a farmer for irrigation). These circumstances will be rare and as such it is expected that the status quo will remain in terms of the training the Department of Natural Resources and Water will expect from these organisations.

In regards to the majority of local water corporations and local councils, the Department of Natural Resources and Water, in its *Water Supply (Safety and Reliability) Act (2008)* identifies the following in regard to training of Water Industry operators who are treating water for drinking and/or recycling purposes:

Section 104 of the Act states:

A drinking water service provider must ensure that there are persons engaged in the operation of the provider's drinking water service **who have the qualifications or experience** prescribed under a regulation for section 586(2)(d)(i)

Section 332 of the Act states:

Report to Department of Education Training and the Art on Water Industry Training Needs

A recycled water provider must ensure that there are **persons engaged in the production or supply of recycled water by the provider who have the qualifications or experience prescribed under a regulation** for section 586(2)(d)(ii).

Section 586 (2) (d) (ii) states:

d) prescribe the qualifications or experience necessary for particular persons engaged in—

- (i) the operation of a drinking water service; or
- (ii) the production or supply of recycled water by a recycled water provider;

The Department of Natural Resources and Water has indicated that it is likely that it will identify a number of competency standards that Water Treatment Operators will require to meet this Regulatory requirement.

A scan of the NWP07 Water Industry Training Package has identified that these competencies will most likely include the following:

Table 1 Water & Waste Water Treatment - Likely Units of Competence Required

NWP30107 Cert III in Water Industry Operations	Elective	NWP355B	Monitor, Operate and Control Membrane Filtration Processes
NWP30107 Cert III in Water Industry Operations	Elective	NWP345B	Monitor, Operate and Control Water Treatment Processes
NWP30107 Cert III in Water Industry Operations	Elective	NWP367A	Monitor, Operate and Control Activated Carbon Adsorption Processes
NWP30107 Cert III in Water Industry Operations	Elective	NWP361B	Monitor, Operate and Control Gas Scrubber Treatment Processes
NWP30107 Cert III in Water Industry Operations	Elective	NWP368A	Respond to Blue Green Algae Incidents
NWP40107 Cert IV in Water Industry Operations	Elective	NWP435B	Coordinate and Monitor the Optimisation of Water Treatment Processes

The units of competency themselves have no pre requisites, but it has been advised by technical experts that there is a large degree of knowledge and experience which is embedded in the competencies found at Certificate III level, and particularly at the Certificate IV level meaning a lead in period of several years to train workers across these competencies.

It is expected that a large water treatment plant such as Mt Crosby would require at least a number of operators to be trained up to Certificate III in Water Industry Operations, with a major facility such as Luggage Point to have a number of operators trained to Certificate IV in Water Industry Operations.

With the inclusion of fluoridation requirements to the South East Queensland water supply, there are also some training needs that emerge. The NWP07 Water Industry Training Package has developed a unit of competency for Water Industry operators involved in using fluoridation technology which is as follows:

Report to Department of Education Training and the Art on Water Industry Training Needs

Table 2 Fluoridation - Likely Units of Competency Required

NWP20107 Cert II in Water Industry Operations	Elective	NWP267A	Monitor, operate and report fluoridation systems
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4.2 Civil Workforce

The Water Industry stakeholders are currently negotiating the design of a Water Industry Civil Worker and a career path for these workers which contain units of competence from the Building and Construction Training Package. The detail of the Civil Worker will be described further in the Employer needs section of this report in section 5, but from initial discussion, there is likely to be at least one licensed unit that the stakeholders have identified as a probable need.

The unit of competency from the BCC03 Building and Construction Training Package is BCCPO3001C Conduct backhoe/loader operations. A search of the Department of Industrial Relations website occupational licensing section reveals operating a backhoe does attract an occupational licence and the completion of the recognised unit of competency in Queensland which is OHSCER202A Operate a front end loader/backhoe. In addition, if there is work that this workforce is required to do that involves any rigging or dogging (for large pipes) then there may be occupational licence requirements work this work as well. Details of rigging and dogging requirements can be found on the Department of Industrial Relations web-site.

5.0 Training Needs Identified by Employers

5.1 Water and Sewerage Treatment

In December the Water Industry informed the Department of Education, Training and the Arts that it required that the Certificate II in Water Industry Operations be declared as an entry level Traineeship for the Water Industry. This qualification will largely meet the needs of employers who will employ water treatment operators in plants that have relatively uncomplicated treatment processes. Many regional and remote areas have such treatment plants, which are currently maintained by workers who possess the Certificate II qualification.

For more complex plants, the Certificate III in Water Industry Operations is the qualification required by the Water Industry. Once again, the declaration of this qualification as a Traineeship has occurred.

The Queensland Water Directorate has also identified a need for Certificate IV in Water Industry Operations as well. Currently in water and sewerage treatment there is a lack of resources available to deliver any training at this level. At the Diploma, Advanced Diploma and Graduate Certificate level qualifications, the same scenario applies. The qualifications are available, and Registered Training Organisations have the scope to deliver, but a lack of delivery and assessment resources means there is a lack of capacity for Registered Training Organisations to deliver these qualifications.

The Queensland Water Directorate has reported that the survey that it is undertaking of its members will provide data for the training stakeholders on the information required for resource development and for the development of planning for a Skills Formation/Brokerage strategy. This point is followed up further in section 7.2 of this report.

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5.2 Civil Workforce

The Queensland Water Directorate is currently working through a workforce development strategy which includes the development of a Water Industry Worker career structure with a number of key stakeholders including the relevant Trade Unions.

The strategy is being developed to provide the civil workers employed in the Water Industry a career pathway that starts from operating on a crew that lays and maintains water distribution and/or sewerage infrastructure, and continues into project services and water corporation frontline management roles.

The career structure which is currently under design will include workers undertaking a variety of training across a number of Training Packages including the NWP07 Water Industry Training Package, the BCC03 Building and Construction Training Package and the BSB07 Business Services Training Package.

The discussions currently taking place deals with the proposed Level 2 Water Industry Worker, which is essentially a worker who is competent in the laying of underground infrastructure for water distribution and/or sewerage, with the required machine operation competencies and occupational licenses.

The occupation aligns to units of competency contained in the NWP07 Water Industry Training Package¹ for the laying and maintenance of Water Industry infrastructure, with the machine operator competencies contained in the BCC03 Building and Construction Training Package.

In Table 3, the likely units of competency for the Water Industry Worker Level 2 have been provided:

NOTE: The Rules of the Certificate II in Water Industry Operations state that a candidate must achieve the core units of competency plus 8 elective units of competency. For the 8 elective units of competency:

- A maximum of three units may be drawn from Certificate III level in this Training Package.
- A maximum of three relevant units may be drawn from another endorsed Training Package at Certificate II or III levels

Table 3 Likely Mix of Units of Competency for the Proposed Level 2 Water Industry Worker

Training Package	Competency Code	Competency Title	Qualification Level	Core/Elective
NWP07	NWP201B	Follow defined OHS procedures and regulatory requirements	Certificate II	Core
NWP07	NWP202B	Apply environmental and licensing procedures	Certificate II	Core
NWP07	NWP203B	Plan and organise personal work activities	Certificate II	Core
NWP07	NWP209B	Use maps, plans, drawings and specifications	Certificate II	Elective
NWP07	*NWP226B	Prepare and restore work site	Certificate II	Elective

¹ A scan of the BCC03 Building and Construction Industry Training Package reveals it has units of competency for the laying of water distribution and sewerage pipelines as well. The units of competency are BCCPL3001B Install water mains pipelines & BCCPL3003B Install sewer pipelines.

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NWP07	NWP227B	Control vegetation on a site	Certificate II	Elective
NWP07	NWP233B	Construct and install water distribution assets	Certificate II	Elective
NWP07	NWP234B	Locate, identify and protect utility services	Certificate II	Elective
NWP07	NWP250B	Construct and install wastewater pipelines	Certificate II	Elective
NWP07	NWP253B	Install and repair water services	Certificate II	Elective
NWP07	NWP254B	Repair or insert water distribution assets	Certificate II	Elective
NWP07	NWP255B	Maintain and repair wastewater collection assets	Certificate II	Elective
NWP07	NWP257B	Maintain and repair wastewater collection systems	Certificate II	Elective
BCC03 & NWP07	BCCCM2005B	Carry out manual excavation	Certificate II	Elective
BCC03 & NWP07	BCCCM2010B	Install trench support	Certificate II	Elective
BCC03	^BCCPO3001C	Conduct backhoe/loader operations	Certificate II	Elective
BCC03	**BCCPO3003B	Conduct excavator operations	Certificate II	Elective
BCC03	BCCPO3020B	Load and unload plant	Certificate II	Elective

*This is the unit of competency that contains using small plant for excavation.

**Most likely to not include this unit of competency as it is more relevant for large excavation activities (eg for laying major pipelines such as the Water Grid). This unit of competency has a licensing outcome. See Department of Industrial Relations web-site for new unit of competency OHSCER205A Operate an excavator.

^This unit has an occupational licensing outcome. See Department of Industrial Relations web-site for new unit of competency for backhoe operations OHSCER202A Operate a front end loader/backhoe

As identified in the summary of notes, there will be an occupational licensing issue for the proposed Water Industry Level 2 worker if a backhoe operator unit of competency is required in the skills mix.

Further, if there is the requirement to load or unload large and heavy pipe, there could also be the requirement for rigging and/or dogging licence requirements. Once again, the Department of Industrial Relations web-site has the details for licensing for this work.

Negotiation between the stakeholders is currently occurring to ensure the industrial relations framework is in place to support this occupational outcome.

As with the information reported on for the Water and Wastewater Treatment section of this report, the Queensland Water Directorate has reported that the survey that it is undertaking of its members will provide data for the training stakeholders on the information required for resource development and for the development of planning for a Skills Formation/Brokerage strategy. This point is followed up further in section 7.2 of this report.

6.0 Training Needs Identified by Workers

6.1 Water and Sewerage Treatment

There is advice from Skills Tech Australia that upon completion of the Certificate III in Water Industry Operations qualification that around 50% of graduates have enquired about going on to further study and completing Certificate IV level training and beyond. Discussions with the Queensland Water Directorate confirmed that in their view many of their Water Industry operators would go on to further training if it were available.

6.2 Civil Workforce

In terms of the Civil Workforce, the Australian Workers Union stated in a recent meeting of Water Industry stakeholders that not all members would want to engage in further training as many could feel threatened by the experience. The comment was made as many of the Civil Workforce has limited skills, especially in literacy and numeracy, and many have not been in a learning environment for many years.

It was agreed by all stakeholders that any strategy for training existing workers will require an extensive information campaign designed to gain worker confidence. The implementation of the training will need to include extensive Recognition of Prior Learning processes as many of these workers have many years of experience.

The Queensland Water Directorate hopes that the incorporation of a training culture and career pathway will provide its Civil Workforce with a realistic career pathway. It is envisaged that the design of such a structure will provide a greater tool for recruiting its future workforce.

For this workforce, the Water Industry could also consider the inclusion of Certificate I level qualifications that could open the way for further widening of the recruitment pool, and especially provide a pathway for persons from disadvantaged backgrounds, and particularly in remote areas where some issues in regard to numeracy and literacy can be high. The qualification could provide the opportunity to include enabling skills to address numeracy and literacy for new entrants. Successful graduates could then move onto the Civil Worker or Water and Wastewater Treatment streams.

7.0 Strategies for Engagement

The Water Industry Training Association (WITA) is a not for profit incorporated association that has been created for the purpose of providing advice to the Department of Education, Training and the Arts on training matters for the Water Industry. It did this through the Queensland Utilities and Services Industry Training Advisory Board (QUSITAB) from 1996-2006, and in its own right in the years leading up to the amalgamation of various incorporated associations that led to the creation of QUSITAB in 1996.

With the implementation of the Queensland Industry Skills Plan, the Water Industry has had a limited allocation of resources from the Department of Education, Training and the Arts or from within its own networks for the purposes of engagement with government on training matters. Through recent meetings organised through the Queensland Water Directorate it is clear that Water Industry stakeholders want a more rigorous process of gathering intelligence and advising government on its training needs.

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7.1 Development of a Centre of Excellence

The Water Industry has identified the importance of being active in the formulation of strategic advice on training and workforce development in general. With the landscape changing in relation to the organisations delivering water services, the Water Industry stakeholders are confident that 'a true Water Industry is emerging in Queensland'. With this in mind, the industry has identified the opportunity to develop a more coordinated approach to intelligence gathering and advisory functions and is proposing the development of a Water Industry Centre of Excellence.

It is important to note that the stakeholders have also identified that such an organisation will require a sustainable business model where the Water Industry itself will need to make significant contributions to ensure it is adequately resourced.

The Queensland Water Directorate, in consultation with the Water Industry Training Association, Water Industry Regulators, Unions, Registered Training Organisations intends to further explore the Water Industry Centre of Excellence concept through the course of 2009. It will look to develop a Business Model for consideration.

7.2 Skills Formation Strategy (Brokerage)

Consultation is already occurring between a technical workgroup of Water Industry employers and representatives of several TAFE Institutes on the Water Industry Worker (Civil Worker Level 2).

This report has identified in previous sections that the skills required by the industry are most likely going to come from a number of Training Packages and that a coordinated approach from the Water Industry to managing its supply side issues will be required.

Further, the products available for delivery are scarce. It is essential for the success of any future strategies related to training that an audit of existing resources is undertaken. This includes learning resources, physical and human resources.

The industry is a thin market and will always be in this position due to its nature of having few workers in an area which covers the whole of Queensland. With this in mind, there will never be a true 'market' emerge, so the Water Industry will always require some level of intervention from government to assist it in managing its thin market issues.

The Water Industry is therefore interested in discussing with the Department of Education, Training and the Arts the formation of a Skills Formation Strategy, or a similar type of strategy to create a brokerage model where the industry can purchase its skilling requirements in a coordinated manner accessing both public and private Registered Training Organisations. This strategy should also be responsible for conducting an audit of current resources and coordinate the future development of resources.

In Attachment 3 to this report the Registered Training Organisations and the likely Building and Construction units of competency are identified for the Civil Workforce stream. The Water Industry is confident that a successful roll out of a competency development model which meets the needs of this workforce can lead to the approach becoming more widespread across other sectors of the industry, thus providing a sustainable model for training across occupations from the whole industry.

8.0 Products and Resources

There is currently limited resources to deliver many of the outcomes from the NWP07 Water Industry Training Package, or some of the outcomes identified in the Water Industry Worker Civil stream outcome. Engagement with private and public providers to create product is required and a Skills Formation strategy which includes a strategy for brokerage could also manage a resource audit and develop product. The Water Industry stakeholders have had some initial discussions regarding the development of products for training and are cognisant of the need to ensure the development of product is done in such a way that the industry has at least part ownership of the intellectual property so that the resources are available to their workers as demand arises, and that the process of maintenance of resources is well managed to ensure they are kept up to date with technological and industry changes.

8.1 Learning, Physical & Human Resources Water and Waste Water Treatment

Skills Tech Australia is the public training provider that has the resources for this industry sector. According to the Queensland Training Information Service (QTIS) database, Skills Tech Australia delivers Traineeships to Certificate II level Water Industry Trainees against the NWP01 Water Industry Training Package. It intends to gain registration against the NWP07 Water Industry Training Package Traineeships declared on 1 December 2008.

Wide Bay Institute of TAFE also has registration for the Certificate II and Certificate III Traineeship. It has an arrangement with the bulk water provider SunWater in training its workforce.

In terms of physical resources, Skills Tech Australia has an arrangement with Griffith University where they share laboratory physical resources. Griffith University maintains the infrastructure and provides Skills Tech Australia with human resources during practical class work to support the delivery of training. The resources have aged and there will be a requirement for significant investment in this facility to keep it up to industry standard.

In terms of human resources, Skills Tech Australia has a teaching team which has an average age of over 55. One of the teachers is 45, with the others all over 59. There will be a need to well managed succession plan adopted for the teaching team at Skills Tech Australia to maintain the level of intellectual property that could be lost to the industry with impending retirements.

8.2 Learning, Physical & Human Resources Civil Worker

There are several Queensland Registered Training Organisations that deliver training for the laying of services from the BCC03 Building and Construction Training Package. These skills do have some similarities in that the core requirements of Water Industry workers will include using tools and equipment, conducting traffic management, controlling the environment, excavating and shoring up of trenches and basic occupational health and safety requirements such as first aid. Also, it has been identified previously in this report that this qualification also contains competencies for the laying of water mains and sewerage pipes.

This may provide an opportunity for the Water Industry to broker an existing Registered Training Organisation with the BCC03 Building and Construction scope and enhance its current resources to include specialist Water Industry requirements. The Registered Training Organisations with the scope to deliver the appropriate qualification in respect to the construction of civil assets from the BCC03 Building and Construction Training Package can be found in Attachment 4.

9.0 Conclusions

This report has highlighted to the Department of Education and Training the challenges that lay ahead for the Water Industry in terms of training its workforce. It has focused on the 2 workforce streams that require attention and provided relevant information on the units of competency the industry needs its workforce, including the units of competency for licensing purposes, the Registered Training Organisations that could play a part, and the state of the market that needs to be supplied.

The report has made some suggestions on how these issues could be best managed, by suggesting the implementation of a Skills Formation/Brokerage arrangement. It also discussed that the project could include a product audit and some advice on further product development to support future training needs.

The report has also identified that the Water Industry does want to further enhance its ability to report on strategic workforce development matters to the Department of Education, Training and the Arts. The Water Industry will investigate the viability of developing its own Centre of Excellence based on the existing models for Aviation, Mining, Manufacturing and Energy within a sustainable business model.

The Water Industry Training Association therefore tables this report as the culmination of its research into training matters for consideration from the Department of Education, Training and the Arts.

ATTACHMENT 1 – Summary of Water Industry Training Requirements

DETA Descriptor	Corresponding Water Industry Issue	Proposed Action(s)	Reference Point in the Report
High level description of any <u>recent and/or emerging</u> issues impacting on the skilling needs of the industry (eg major legislation changes, major technological changes, key projects).	1. Water Industry Skills Formation/Brokerage Strategy	To develop a brokerage arrangement driven by the Water Industry to create the demand so that the RTOs can develop a supply strategy.	Section 3.2, 7.2, 8.0
	2. Water Drinking Guidelines	Units of Competency that cover off these requirements have been identified. Water industry RTOs will need to 'tool up' to meet the upcoming demand for this training.	Section 4.1 Table 1
	3. Fluoridation	Skills Tech Australia has reported that it is delivering and assessing competencies for fluoridation from the Water Industry Training Package.	Section 4.1 Table 2
	4. Water Industry Worker (Civil Stream) Career Path as defined by the Queensland Water Directorate	The Queensland Water Directorate is developing a workforce development strategy which includes the development of a Water Industry Worker career pathway.	Section 4.2, 5.2 Table 3
	5. Upcoming Major Projects	The Department of Natural Resources and Water has identified a number of upcoming projects.	Section 3.4
What industry and government training/skilling responses are required to	1. The major needs are identified in the section above.	The investment needs to occur within the Certificate II and	Section 4.1, 4.2, 5.1, 5.2 Table 1

DETA Descriptor	Corresponding Water Industry Issue	Proposed Action(s)	Reference Point in the Report
<p>address these recent and/or emerging issues (eg shift training investment to upskill existing workers in specific skills).</p> <p>Key priority industry sub-sectors requiring training over the 2009-10 year, the skills/occupational outcomes to be targeted, and the reason for this demand.</p>	<p>1. Career pathways with the Civil Workforce identified as a first up strategy.</p>	<p>Certificate III in Water Industry Operations qualifications with some training from the Building and Construction Training Package.</p> <p>Queensland Water Directorate is targeting its Water Industry Worker Career Structure as the 'centre piece' of its recruitment and retention policy for Civil Workers. The concept has been developed with the view that the occupation will be highly skilled providing a career path and access to a good wage rate.</p>	<p>Table 2 Table 3</p> <p>Section 5.2</p>
	<p>2. Water and Waste Water Treatment Operations.</p>	<p>There is an aging workforce with many to retire in the coming years. The regional and remote areas have old plant that will need to be upgraded.</p>	<p>Section 3.2.5.1.5.2</p>
	<p>3. Fluoridation</p>	<p>Fluoridation of water in South East Queensland has begun. There is training currently occurring to meet his need.</p>	<p>Section 4.1 Table 2</p>
	<p>4. Declaration of the Water Supply (Safety and Reliability) Act (2008)</p>	<p>There will be training and competency requirements for Water industry organisations and their workforce with the declaration of this legislation.</p>	<p>Section 4.1 Table 1</p>
	<p>5. Coordination of information between Queensland Government Departments</p>	<p>Coordination needs to occur between the Water Industry Regulators and the Department of Education, Training and the Arts.</p>	<p>Section 3.5</p>

DETA Descriptor	Corresponding Water Industry Issue	Proposed Action(s)	Reference Point in the Report
<p>Key priority qualifications for delivery over the 2009-10 year, the occupational outcomes being targeted (where more than one outcome exists), the reason for the demand and the preferred training pathways (apprenticeship/traineeship vs other training delivery).</p>	<ol style="list-style-type: none"> 1. Qualifications be declared for Traineeships 2. Civil Stream Workforce 	<p>Certificate II and Certificate III in Water Industry Operations are declared as the Traineeships for the Water Industry</p> <p>Sets of skills for Water Industry Civil Stream Workers are identified which includes a variety of machine and excavation tickets (these will be additional skill sets to the usual Certificate II Water Industry qualification)</p>	<p>Section 5.1</p> <p>Section 4.2, 5.2 Attachment 3 Attachment 4 Table 3</p>
<p>Key cross-industry qualifications/competencies/skills for delivery in 2009-10 (eg business, management, IT etc), reasons for this demand, the specific qualifications/competencies targeted, and preferred training pathways.</p>	<p>See section above.</p> <ol style="list-style-type: none"> 1. Existing workers 	<p>For the Water Industry Worker (Civil workforce) there needs to investment in an educational and information campaign to ensure as many workers as possible engage with the process. Substantial RPL will be required.</p>	<p>Section 4.2, 5.2 Attachment 3 Attachment 4 Table 3</p>
<p>The qualifications/competencies industry is looking for in new entrants, and the preferred training pathways.</p>	<p>The required qualifications have been already declared:</p>	<p>Certificate II in Water Industry Operations</p> <p>Certificate III in Water Industry Operations</p>	<p>Section 5.1</p>
<p>The qualifications/competencies industry is looking for in existing workers, and the preferred training pathways.</p>	<p>As discussed throughout the report, there are a number of pathways, qualification, skill sets and units of competency that the Water Industry will require, and a number of strategies and methodologies required to achieve a successful outcome.</p>	<p>Pathways will need to incorporate various approaches including face to face, blended learning etc and RPL. An audit of resources is paramount to establish who has what and how to tailor whatever is available to the needs of the industry (audit of resources and</p>	<p>Section 7.2, 8.0</p>

DETA Descriptor	Corresponding Water Industry Issue	Proposed Action(s)	Reference Point in the Report
Pre and post trade qualifications in demand (location, qualifications).	1. Pre and post trade (Certificate IV+) training is required. Thin markets and lack of resources is an issue.	<p>(the open point model).</p> <ol style="list-style-type: none"> 1. Certificate II in Water Industry Operations 2. Certificate III in Water Industry Operations 3. For the Queensland Water Directorate, the further 'Civil' competencies will be required in a skill set arrangement. <p>Further competencies will be needed for supply issues such as fluoridation etc.</p>	Section 6.1, 6.2, 7.0, 7.1, 7.2, 8.0, 8.1, 8.2
The sub-sectors and/or qualifications that are less attractive to the industry.	The laboring side of the industry, which is why the Water Industry is taking some action in this area.	Creation of a career path and access to good wages as a strategy for the Civil Workforce Strategy, with a view to expanding such strategies into the other streams into the future.	Section 4.2, 5.2, 6.2
Significant regional projects and appropriate training responses for the 2009-10 year.	Water Industry Projects.	There will be upgrades for a number of Water Treatment Plants which impacts on the skills needs	Section 3.4

DETA Descriptor	Corresponding Water Industry Issue	Proposed Action(s)	Reference Point in the Report
Any regional shifts required in training delivery to address training shortfalls in specific regions in 2009-10 year.	1. Regional Queensland is experiencing some issues which are different from the issues facing South East Queensland.	for Water Industry Operators. There is also some on-going developments to the South East Queensland Water Grid. Some of the regions are struggling. They report that they have difficulty in attracting the staff that they need to and cannot provide enough numbers for training to make it viable.	Section 3.2, 7.2
Information relevant to the Australian Government's productivity places program (required information to be discussed further with industry as more information comes to hand).	There is a lack of training available above Certificate III in Water Industry Operations.	A Skills Formation/Brokerage strategy that also performs a products audit to identify the further products that require development.	Section 6.1, 7.2, 8.1
Any required shifts in relation to current VET delivery. Data to be provided to industry on current delivery (apprenticeships and traineeships including SATs, TAFE delivery including TAFE training delivered specifically to school students).	An industry environmental scan is required to determine where the real training needs are. The Water Industry has identified a number of strategies already.	The Queensland Water Directorate has begun a major survey of the training needs of its membership. It has reported that the survey results will be ready in January 2009. This data would be greatly beneficial to a Skills Formation/Brokerage strategy. The report also identifies the need to also look closely at the Certificate I qualification as a strategy of widening the potential labour pool especially in regions where it may be difficult to recruit labour.	Section 5.1, 5.2, 6.2, 7.2
Any other significant issues that should inform training delivery plans for 2009-10.	Occupational Licensing	There are a number of competency requirements that are covered under the Workplace Health and Safety Occupational Licensing provisions.	Section 4.2, 5.2 Attachment 3 Attachment 4 Table 3

ATTACHMENT 2 – Registered Training Organisations Registered in Queensland to Deliver Against the NWP07 Water Industry Training Package

RTO Number	RTO Name	Home State Registration	Qualifications on Scope
1398	Comet Training Pty Ltd	NSW	NWP10101 Certificate I in Water Industry Operations NWP10107 Certificate I in Water Sustainability NWP20101 Certificate II in Water Industry Operations NWP20107 Certificate II in Water Operations NWP30101 Certificate III in Water Industry Operations NWP30107 Certificate III in Water Operations NWP40101 Certificate IV in Water Industry Operations NWP40107 Certificate IV in Water Operations NWP50101 Diploma of Water Industry Operations NWP50107 Diploma of Water Operations
31336	ENVIRO-CHECK ENTERPRISES PTY LTD	QLD	NWP20101 Certificate II in Water Industry Operations NWP20107 Certificate II in Water Operations NWP30107 Certificate III in Water Operations
31406	Learning Systems Australia Pty Ltd	QLD	NWP219A Work safely in confined spaces (Unit of Competency Only)
1735	Simmonds and Bristow Pty. Ltd.	QLD	NWP10101 Certificate I in Water Industry Operations NWP10107 Certificate I in Water Sustainability NWP20101 Certificate II in Water Industry Operations NWP20107 Certificate II in Water Operations NWP30101 Certificate III in Water Industry Operations NWP30107 Certificate III in Water Operations NWP40101 Certificate IV in Water Industry Operations NWP40107 Certificate IV in Water Operations NWP50101 Diploma of Water Industry Operations NWP50107 Diploma of Water Operations NWP70107 Vocational Graduate Certificate in Water Industry Leadership
90005	TAFE NSW - Riverina Institute	NSW	NWP20101 Certificate II in Water Industry Operations NWP20107 Certificate II in Water Operations

RTO Number	RTO Name	Home State Registration	Qualifications on Scope
			NWP30101 Certificate III in Water Industry Operations NWP30107 Certificate III in Water Operations NWP40107 Certificate IV in Water Operations
0657	Wide Bay Institute of TAFE QLD	QLD	NWP10101 Certificate I in Water Industry Operations NWP10107 Certificate I in Water Sustainability NWP20101 Certificate II in Water Industry Operations NWP20107 Certificate II in Water Operations NWP30101 Certificate III in Water Industry Operations NWP30107 Certificate III in Water Operations NWP40107 Certificate IV in Water Operations NWP50107 Diploma of Water Operations NWP70107 Vocational Graduate Certificate in Water Industry Leadership

NOTE: According to the National Training Information Services (NTIS) web-site, Skills Tech Australia is not registered to deliver against the NWP07 Water Industry Training Package.

ATTACHMENT 3 – RTOs with the Scope to Deliver Machine Ticketing Training in Queensland

No	NTIS RTO Number	RTO Name
1	90905	Indigenous Training Solutions trading as Indigenous Training Solutions Registered training organisation
2	51219	Peter G Nangle trading as Kimberley Training and Assessment Registered training organisation
3	5257	MIGUEL, JOHN FRANCIS trading as Plant and Machinery Assessing Services Registered training organisation
4	21712	Albarton Pty Ltd trading as North West Training Services Registered training organisation
5	21384	Journey Management Group Pty Ltd trading as Journey Management Group Pty Ltd Registered training organisation
6	5715	WA Skills Training Pty Ltd trading as WA Skills Training Registered training organisation
7	51983	Jonathon Richard Tilbee trading as Tilb's Training and Assessment Service Registered training organisation
8	70037	Top End Development Services Pty Ltd (as trustee for) Top End Development Services Trust trading as Top End Training Registered training organisation
9	91155	Terry Wayne Gee & Patricia Louise Gee trading as Terry Gee Training & Assessment Registered training organisation

Competencies could include one or more of the following units of competency from the BCC03 Building and Construction Training Package

Competency Code	Competency Title
BCCCM2002C	Use small plant and equipment
BCCPO3001C	Conduct backhoe/loader operations
*BCCPO3003B	Conduct excavator operations
BCCPO3020B	Load and unload plant

*Most likely to not include this unit of competency.

ATTACHMENT 4 – RTOs with the Scope to Deliver BCC20107 Certificate II in Civil Construction Qualification

No	RTO Number	RTO Name
1	21936	1 Training Solutions Pty. Ltd.
2	90867	Access Group Training
3	20749	Ashley Institute of Training
4	31440	Australasian Drilling Institute Pty Ltd
5	51714	Australian Safety Management Pty Ltd
6	2431	Australian Training Management Pty Ltd
7	0438	Central Queensland Institute of TAFE
8	5708	Civil Train
9	1398	Comet Training Pty Ltd
10	0699	Construction Skills Training Centre QLD NSW, VIC, QLD, WA
11	31496	Elite Earthmoving Machinery Training Services North Queensland Pty Ltd
12	6998	Enterprise & Training College
13	5374	Individual Training Concepts Pty Ltd
14	2929	Intraining Systems, Food Safety Australia
15	2973	Kase Enterprises Pty Ltd
16	91431	Pipeline Training Australia
17	31178	Queensland Training Services Pty Ltd
18	31812	Reserve Training and Safety Pty Ltd

No	RTO Number	RTO Name
19	31618	Ron Horsfall Training Pty Ltd
20	1828	SIMTARS
21	0526	Southern Queensland Institute of TAFE
22	7119	Technical Training Solutions
23	0713	The Bremer Institute of TAFE
24	0657	Wide Bay Institute of TAFE
25	91398	WTSD (Workplace Training Staff Development)

From: Niblett, Kate
Sent: Wednesday, 5 November 2008 8:44 AM
To: Wheeler, Philip; Morgan, Denise; Regan, Tracie; Handyside, Alan P; Geldard, Jennifer
Subject: FW: training material

Thought this might cheer up everyone's day

Regards

Kate

From: Henry Olszowy [mailto:Henry_Olszowy@health.qld.gov.au]
Sent: Tuesday, 4 November 2008 2:40 PM
To: Robyn Maddalena
Subject: Re: training material

Dear Robyn,

I was very very impressed with the course. It is very thorough and comprehensive covering all aspects of fluoridation of water including chemistry, WH&S, How F works etc etc. Most impressive.

The pictures and diagrams make the course easy going and I am sure that students will enjoy it. Maybe I missed it, but would it be worthwhile adding a section about how to measure fluoride concentration in water?

Henry

Maddalena 04/11/2008 9:38 >>>
Hi Henry,

have you had a chance to look at the training material for the fluoridation course. Kate Niblett from Wide Bay TAFE needs our comments today. Can you send me any comments you have and I will pass them on.

Cheers Robyn.

Dr Robyn Maddalena
Principal Scientific Advisor Water quality
Queensland Health
Environmental Health Unit
147 Charlotte Street, Brisbane
Ph: 3235 9077 (Mon & Thurs)
Ph: 3274 9237 (Tues)
Fax: 3234 1480
email: robyn_maddalena@health.qld.gov.au
QLD Health website: www.health.qld.gov.au

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Regards
Dr Henry Olszowy
Supervisor - Inorganic Chemistry
Queensland Health Forensic & Scientific Services
39 Kessels Road
Coopers Plains QLD 4109
AUSTRALIA

Mobile: 0403 393908
Ph: (617) 3274 9071
Fax: (617) 3274 9181
email: Henry_Olszowy@health.qld.gov.au

From: Niblett, Kate
Sent: Saturday, 3 January 2009 2:40 PM
To: Regan, Tracie
Subject: Re: End of Fluoridation Study Survey response

Yep sorry, I just wanted DIP to know what was going on so they could intervene if they thought it necessary. The last thing we need is a disgruntled operator going to the press. And it is the slow season for news! Talk to you as soon as I get a phone
Cheers

K
Kate Niblett
Manager Marketing and Client Relations
P (07 41202490)
M 0417 799 945
E kate.niblett@deta.qld.gov.au

From: Regan, Tracie
To: Niblett, Kate
Sent: Sat Jan 03 14:14:49 2009
Subject: Re: End of Fluoridation Study Survey response

Gosh that was all very formal.
I will await your advice before contacting him again but will continue with the content and navigation improvements.

T.
Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

From: Niblett, Kate
To: Regan, Tracie
Cc: david.atley@dip.qld.gov.au
Sent: Sat Jan 03 13:31:27 2009
Subject: RE: End of Fluoridation Study Survey response

I have decided that instead of you following him up, I will follow up with SEQWater on Monday. I am concerned that any further attention from Wide Bay TAFE may inflame him or give him cause to feel that he has an "issue".

It is important we know which days and where he did the training and observation and I can do that from the training schedule..By identifying where and when he did the training we can follow through on his comments (particularly the comments about the violation of the code).

We had a couple of particularly vocal students during the training which were referred back to SEQWater.

If this gentleman is one of the students who was identified at that time, then it is important that we report this back to SEQWater as a potential political risk.

Thank you for taking the time to talk with him. His comments about navigation were pertinent given our discussion last week.

I will have the discussion with SEQWater and DIP early next week and let you know what action we

have decided to take with this student.

Regards
Kate

From: Regan, Tracie
Sent: Sat 3/01/2009 12:12 PM
To: Niblett, Kate
Subject: Re: End of Fluoridation Study Survey response

Kate
He was referring to the skills tech 2 day training for both these comments.
T.
Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

From: Niblett, Kate
To: Regan, Tracie; Morgan, Denise; Leeson, Helen; Rodger, Ana
Sent: Sat Jan 03 11:41:07 2009
Subject: Re: End of Fluoridation Study Survey response

Hi Trace
I'd like to find out where and when s.73(1) - Ir did both the training and the observation.
Would you mind asking him, please
Thanks
Kate
Kate Niblett
Manager Marketing and Client Relations
P (07 41202490)
M 0417 799 945
E kate.niblett@deta.qld.gov.au

From: Regan, Tracie
To: Niblett, Kate; Morgan, Denise; Leeson, Helen; Rodger, Ana
Sent: Sat Jan 03 10:18:37 2009
Subject: FW: End of Fluoridation Study Survey response

All
I think I sent the previous email too soon (too reactive)

Anyway
I rang s.73(1) - Ir and had a chat about his concerns. He was basing his comments on the 2 day Skills Tech classroom training and the introduction to the Janison group. (He was surprised to hear from me on a Saturday, but I think my prompt response added credibility)

I asked him to revisit the material, and stressed that quite a few people had opportunity for comment, and the content was still under development when he attending the sessions back mid-Nov. I asked him to also access the more current versions of reports and the Code of Practice and advised currency of material is partly why there is the preference for online learning to print versions (particularly for new products). He agreed to go back in, and I will ring him Tuesday to see how he went.

s.73(1) - Ir (and others) found the Skills Tech trainer very hard to understand, and s.73(1) - Ir said the trainer had little knowledge of the assessment material. I said we had an industry-based online trainer available for the group, who has actually worked in a fluoridation plant, and this impressed s.73(1) - Ir. I also said the students need to

participate online so the Trainer can provide targeted support, and he agreed it would be hard for a trainer to know where they were up to if they only printed the material.

s.73(1) - Ir was also commented that their lab technicians were doing all the fluoridation tests. I asked if these technicians had a copy of the approved Code of Conduct and AWQG for Fluoride and s.73(1) - Ir didn't think they did. I queried how the testing parameters were being determined, and he was unsure. I again asked him to revisit the online course for this information, and said that non-operational people are also enrolled and should be actively participating.

s.73(1) - Ir then commented on how could his Supervisor sign off competency, and I explained for this initial group the sign off was being carried out by a qualified assessor onsite, and this would have been explained to him during the initial training.

Anyway, all his concerns have been thoroughly discussed, and we can move forward from here.

Denise,

I have had feedback from more than this student that the navigation structure is complex. We need to make the layering more obvious, and this could be as simple as font colour.

We also need to have a 'reports' section with the current required reports very clear.

As previously suggested, let's discuss this next week.

cheers

Tracie Regan, Senior Training Consultant, Wide Bay Institute of TAFE
 ENABLING EDUCATORS | SUPPORTING STUDENTS | Innovative for the Water Industry
 ph 07 4150 5845 | fax 07 4150 5892 | Mobile 0418 743 261 | postal: LMB 279 Maryb

From: Regan, Tracie
Sent: Sat 03/01/2009 9:38 AM
To: Niblett, Kate; Morgan, Denise; Leeson, Helen; Rodger, Ana
Subject: Fw: End of Fluoridation Study Survey response

Ladies

s.73(1) - Ir left very dissatisfied comments on the end of survey feedback form on the 19 Nov. His clarification is below. I have sent him some reassurances but feel we should discuss this early next week if possible.

Kate

Were you onsite with Michael Lever or is s.73(1) - Ir referring to the Skills Tech trainer?

T.

Tracie Regan

Senior Training Consultant

Wide Bay TAFE

Work 0741505845

Mob 0418743261

This message was sent by Blackberry

----- Original Message -----

From: Regan, Tracie

To: s.73(1) - Irrelevant information

Sent: Sat Jan 03 09:33:36 2009

Subject: Re: End of Fluoridation Study Survey response

Thanks s.73(1) - Ir for this honest feedback. I have passed your comments on and will undertake an immediate review of the online resource and its navigation. I will also pass on your concerns regarding onsite training. I will be in touch regarding the improvements and will further seek your involvement. The content of the online resource was reviewed by SEQWater as being satisfactory.

Regards

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
Work 0741505845
Mob 0418743261
This message was sent by Blackberry

----- Original Message -----

From: [s.73(1) - Irrelevant information]
To: Regan, Tracie; [s.47(3)(b) - Contrary to Public Interest]
Sent: Sat Jan 03 09:26:20 2009
Subject: RE: End of Fluoridation Study Survey response

[s.73(1) - Irrelevant information] I found the website very user unfriendly, difficult to navigate and with hidden forms that are required by Tafe. I would much rather have hard copy of all learning material and only use the web for marking and required forms.

On another subject, we all were dissatisfied with your on site training officer. We found him hard to understand and had no knowledge of the testing unit. We still have not had on site testing with the batching system. He observed the contractors fill a 1.7 tonne hopper with 2 tonnes of fluoride which spilled on to the machinery and floor and said nothing. I reported this to SEQWATER and the safety officer along with 15 other breaches of the DRAFT Code 2008.

It appears that everything is being rushed through by jackboot ANNA with no regard for safety or proper training. How can my supervisor sign off that I am certified when I have not even seen the inside of the fluoride building? Your trainer did not get around to show us how the bag loader and emptying machinery operates.

-----Original Message-----

From: bounce@janison.com.au [mailto:bounce@janison.com.au] On Behalf Of tracie.regan@det.qld.gov.au
Sent: Monday, 22 December 2008 1:16 PM
To: [s.73(1) - Irrelevant info]
Subject: End of Fluoridation Study Survey response

Thanks [s.73(1) -] for completing the End of Study Fluoridation survey. Your feedback helps us in ensuring the training provided is current and accurate.

It is of great concern to me that you have select the response "Poor" when rating the learning material quality, and that you would not recommend this course to other operators.

Could you please elaborate so we can improve this important operator resource for future intakes?

You are welcome to ring me to discuss further. Your direct comments will assist in improving this product for those working in the water industry.

Regards

Tracie Regan
Senior Training Consultant
Wide Bay TAFE
ph 0418 743 261

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QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

From: Regan, Tracie

Sent: Tuesday, 31 March 2009 9:28 AM

To: Niblett, Kate

Subject: RE: Fluoridation reporting for QLD Health

Thanks Kate, yes we have the forms, we need clear instructions on how to complete them though. There is apparently some confusion as to what detail is required.

Tracie Regan ext 5845 or phone 07 4150 5845

From: Niblett, Kate

Sent: Tuesday, 31 March 2009 9:23 AM

To: Regan, Tracie

Subject: RE: Fluoridation reporting for QLD Health

Hi Trace

Is Form 3 from the NRW still on track for delivery in April?

Appendix 6 – Approved Forms and MS5.1.1.1 If fluoride dosing equipment had not been used in operation for a continuous 2 week period, the water supplier must notify the Chief Executive using the approved form.

Form 3 is to be provided by NRW. In the meantime the example shown in the CoP could be used by the PPWS.

See above. Students should use the forms provided in the Code of Practice for the time being. NRW will advise when they have the final reporting forms available.

s.73(1) - Irrelevant information

Regards

Kate

From: Regan, Tracie

Sent: Thu 26/03/2009 12:17 PM

To: Niblett, Kate

Subject: FW: Fluoridation reporting for QLD Health

Hi Kate

have you heard anything back regarding the steps for completing the forms for QLD Health?

Hope you are feeling OK

regards

Tracie Regan ext 5845 or phone 07 4150 5845

From: Regan, Tracie

To: Niblett, Kate; Ray Stephenson SEQWater (rstephenson@seqwater.com.au)

Sent: Thu Mar 19 15:50:44 2009

Subject: Fluoridation reporting for QLD Health

Hi Kate, Ray

s.73(1) - Irrelevant information

has rung me regarding some confusion in completing the required forms for Fluoridation Use (to QLD Health, I presume). He wants clear instructions in how to complete the forms. Can this be provided? Please advise.

Kate

I will rename the 'get the latest info here' to 'get your report templates here' - is this OK with you??

cheers

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

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Setting new standards in Water Industry workplace training

ph +61 07 4150 5845 fax +61 07 4150 5892

Mobile 0418 743 261

postal: LMB 279 Maryborough Queensland 4650 AUSTRALIA

From: Prue Madsen [prue.madsen@governmentskills.com.au]
Sent: Tuesday, 21 April 2009 12:35 PM
To: Regan, Tracie
Subject: RE: NWP2XX units and the expectation to "Monitor"

Hi Tracie,

I am just going through the feedback list, and can't remember if I replied to this email from you. We have moved the unit up to the Cert III, but it can still be used for Cert II under the packaging rules. We have kept the unit code.

P



Prue Madsen

Industry Advisory Officer, Water

Mob: 0412 089 681

Phone: 08 8410 3455

Fax: 08 8410 2842

e-mail: prue.madsen@governmentskills.com.au

Level 2, 47-49 Waymouth Street,
 Adelaide, SA, 5000
<http://governmentskills.com.au>

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From: Regan, Tracie [mailto:Tracie.Regan@deta.qld.gov.au]
Sent: Thursday, 7 August 2008 12:26 PM
To: Prue Madsen
Subject: RE: NWP2XX units and the expectation to "Monitor"

Prue, If I were the trainee I would be very nervous at shouldering that responsibility. Particularly for such a newsworthy ingredient. I think just for risk mitigation the industry would be keen to move this responsibility higher.

Tracie Regan ext 5845 or phone 07 4150 5845

From: Prue Madsen [mailto:prue.madsen@governmentskills.com.au]
Sent: Thursday, 7 August 2008 12:50 PM
To: Regan, Tracie
Subject: RE: NWP2XX units and the expectation to "Monitor"

Good point Tracie. I am encountering more and more concern that the water treatment units at cert II need to be examined and potentially reallocated to Cert III.

I guess it depends what you mean by "monitor" – it could be just take reading and completing a log. The performance criteria seem pretty basic. However I am concerned that the Application of the unit says that this operator has "specific responsibility for ensuring that fluoridation system processes comply with legislative and organisational requirements". Bit much don't you think?

Prue Madsen
 Government Skills Australia
 Level 2, 47-49 Waymouth Street,
 Adelaide SA 5000
 Phone: 08 8410 3455
www.governmentskills.com.au

From: Regan, Tracie [mailto:Tracie.Regan@deta.qld.gov.au]
Sent: Thursday, 7 August 2008 11:48 AM
To: Prue Madsen
Subject: NWP2XX units and the expectation to "Monitor"

Hi Prue

I have just started to collate some information around the NWP276A *Monitor, operate and report fluoridation systems* unit with the view of developing online resources. The title stumps me though - how can a level 2 Trainee be expected to be responsible to 'Monitor' such a key ingredient to potable water supply? Surely the workplace risk assessment would be such that a Trainee would have *their* activities monitored??

Please raise this as an ongoing concern at the August WIAC meeting - and I know this is a shift in thinking for some, and affects more than just this unit. I know this isn't the first time I have raised this concern.

My recommendation:

- shift the "monitoring" units up to Cert III or even IV levels (where the workplace responsibility outcomes meet the AQF outcomes)
- develop new units at the Cert II level for "Apply" (expecting these applications to be administered under supervision and meet the AQF outcomes for level 2)

Tracie Regan

LRM Training Officer

P: 4150 5845 F: 4150 5892 M: 0418 743 261



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From: IP Officer [IP_Officer@health.qld.gov.au]
Sent: Thursday, 2 October 2008 5:05 PM
To: Regan, Tracie
Subject: Re: Dept Health copyright_form2006
 Hi Tracie

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Thanks again for your enquiry and please feel free to contact me if I can be of any further assistance.

Kind regards
 Kelly

Kelly Fiedler
 A/Senior Project Officer
Office of Health & Medical Research
 Queensland Health
 Phone: 3239 0872

>>> "Regan, Tracie" <Tracie.Regan@deta.qld.gov.au> 1/10/2008 1:33 pm >>>
 Copyright request to use material from Qld Health website to aid in the development of an online resource for the Water Treatment operators using fluoride dosing in Australia.

Please respond by Oct 10 if possible.

regards

Tracie Regan Snr Training Consultant Wide Bay Institute of TAFE

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From: Niblett, Kate

Sent: Monday, 29 June 2009 9:29 AM

To: Hepworth, Ross; Rodger, Ana; Schlanger, Linda; Lawrence, Ian; Leeson, Helen; Regan, Tracie; Butler, Jenny

Subject: Fw: Minister takes action over North Pine fluoride incident

Good morning all

For those of you who may have the news report on the weekend that claimed that training contributed to the North Pine fluoride incident, the press release and report are linked below.

In short, the training which Tafe delivered was not questioned by the report. The report focusses on the equipment specific training which should have been provided by the equipment suppliers and installers. However, as a result of this exercise a number of small improvements have been identified which will be incorporated in the next round of training. I will discuss this with WBIT and STA over the coming week

Regards
Kate

From: Lynne Dixon <Lynne.Dixon@dip.qld.gov.au>

To: Niblett, Kate

Sent: Mon Jun 29 09:04:49 2009

Subject: FW: Minister takes action over North Pine fluoride incident

Good Morning Kate,

Press release below with a link to the reports.

Cheers

Lynne

Lynne Dixon
Director, Infrastructure Services
Department of **Infrastructure and Planning**

tel +61 7 3898 0450

fax +61 7 3898 0486

post PO Box 15009 City East Qld 4002

Level 4 | Cromwell House | 200 Mary Street | Brisbane Qld 4000

lynne.dixon@dip.qld.gov.au

www.dip.qld.gov.au

From: statements@qld.gov.au [mailto:statements@qld.gov.au]

Sent: Friday, 26 June 2009 2:19 PM

To: Lynne Dixon

Subject: Minister takes action over North Pine fluoride incident

Minister for Natural Resources, Mines and Energy and Minister for Trade
The Honourable Stephen Robertson
26/06/2009

Minister takes action over North Pine fluoride incident

Natural Resources, Mines and Energy Minister Stephen Robertson has today put Seqwater on notice over their handling of a fluoride overdosing incident in April this year.

The official warning comes after an independent report into the event at North Pine Water Treatment plant found that Seqwater had failed to properly manage fluoride levels.

"Water expert, Adjunct-Professor Mark Pascoe from the International Water Centre was commissioned to conduct the independent investigation after conflicting and delayed information was provided on the incident in May," Mr Robertson said.

"Mr Pascoe found the overdosing occurred as a result of equipment failures to which the operators did not respond appropriately.

"The actions of Seqwater in this event are totally unacceptable.

"Today I have written to the board of Seqwater to express my disappointment over this incident and ordered them to immediately improve key aspects of their operation.

"While the report found the design of the fluoride dosing facility at North Pine was adequate, it noted that it did not adhere to the Water Fluoridation Regulation requirements."

Seqwater also failed to immediately notify the Office of the Water Supply Regulator of equipment malfunctions at North Pine Water Treatment plant, which is a breach of the Water Supply (Safety and Reliability) Act 2008.

The water entity was also found in numerous breaches of the Water Fluoridation Act 2008.

Linkwater, the entity which took the sample that identified the high levels has also been found to have committed a breach by not informing the regulator in the required timeframes.

"Seqwater has now been put on notice to lift their game," Mr Robertson said.

"Seqwater and Linkwater must now report, on a monthly basis, to the State Government to ensure they are implementing the regulators directions and the recommendations relating to them from the Pascoe report.

"This report is about getting to the bottom of what happened and finding ways to prevent it from happening again.

"It was very fortunate that no-one had adverse health effects from this incident, however I acknowledge it has dented the community's confidence in their drinking water supply.

"This is something Seqwater, Linkwater and other water entities throughout the state will have to work hard to regain. Public confidence in our drinking water supplies is paramount.

"I will also be writing to all drinking water providers in the state and providing them with a copy of the Mark Pascoe report to ensure these lessons can be learnt from as widely as possible.

"While this incident is concerning, it does not concern me in relation to the benefits of fluoride in our drinking system.

"The Bligh Government remains committed to the state-wide roll-out of fluoride as it is one of the most significant public health measures undertaken in Queensland in many decades."

Reports from Mark Pascoe, Queensland Health and the Office of the Water Supply Regulator are available online at www.derm.qld.gov.au

A summary of recommendations contained in the Pascoe Report, along with actions the regulator has instructed Seqwater and Linkwater to undertake, are attached.

Media: Minister's Office :- 3225 1819

=====

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From: Brett Myatt [bmyatt@seqwater.com.au]
Sent: Wednesday, 5 August 2009 1:26 PM
To: Regan, Tracie
Subject: FW: fluoride competency unit flowchart

Brett Myatt
Central Operations Manager
QLD Bulk Water Supply Authority trading as Seqwater



Ph (07) 3437 4010 | Fax (07) 3437 4009 | M 0404 013 796 | E bmyatt@seqwater.com.au
Level 3, 240 Margaret St, Brisbane City QLD 4000 Australia
PO Box 16146, City East QLD 4002
Website | www.seqwater.com.au

From: Toni Stiles [mailto:Toni_Stiles@health.qld.gov.au]
Sent: Tuesday, 4 August 2009 10:39 AM
To: Daniel Field; Brett Myatt
Cc: Gregory Jackson
Subject: fluoride competency unit flowchart

Folks

please find attached the updated fluoride training competency 'flowchart' with notes from yesterday added in.

Brett - could you please have a chat with your colleagues and see if they are happy with this structure? We will do the same here. If we could reach agreement by tomorrow afternoon I can then forward the info to TAFE to allow them to get started on moving pieces around.

With regards to the content

Brett - I think you were going to review the sections under the facility design and construction section (QH will write the intro para)? QH will review the other bits as most of them directly relate to our legislation. We will then send over our rewrites for you to have a look at..... we are aiming to finalise this by 12th August . I have included page numbers for all of the sections, however, I think they will be out by about 7 pages on your copy.....

Does this sound like what we agreed to yesterday?

Thanks
Toni

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Important information: This email and any attached information is intended only for the addressee and may contain confidential and/or privileged information. If you are not the addressee, you are notified that any transmission, distribution, or other use of this information is strictly prohibited. The confidentiality attached to this email is not waived, lost or destroyed by reasons of mistaken delivery to you. If you have received this email in error please contact the sender immediately and delete the material from your email system. QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

1 Oct 2009
1:17 pm

Email Log for
Study Group - WBI_NWP07_A_Group1: Water Industry Training
(Fluoridation) - Group 1

[print]</TD<
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[export]</TD<
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Monitoring Fluoridation student progress -

Sender: Tracie Regan, To: watertraining@westnet.com.au;kate.niblett@deta.qld.gov.au
Date Sent: 9 Dec 2008 5:15 pm

Ray, Dan, Mary I have uploaded a new ONline Trainer Checklist to the Teacher Share area of the Fluoridation Group to assist Ray in monitoring his students. This sheet identifies who is expected to receive a Statement of Attendance, and who is expected to go on to complete their Statement of Attainment. I have also highlighted where Ray has some outstanding memos and tests to mark. Ray, please contact those assessable students who are yet to log on, and complete your Trainer tasks tomorrow. I would also like you to update this file each week so Dan can ensure Statements are issued in a timely manner and any problems can be resolved early through active management. Let me know if I can help in any other way, Regards, Tracie Regan Senior Training Consultant Wide Bay TAFE

Fluoridation Start of Study Survey results: 191208 -

Sender: Tracie Regan, To: kate.niblett@deta.qld.gov.au; [s.47(3)(b) - Contrary to Public Interest] watertraining@westnet.com.au
Date Sent: 19 Dec 2008 3:22 pm

Hi Kate, Ray 8 out of 22 viewed have already responded to the Start of Study Survey with positive comments (attached). Small numbers, but thought I would pass this on as part of Friday cheer. regards Tracie

End of Fluoridation Study Survey response -

Sender: Tracie Regan, To: [s.73(1) - Irrelevant information]
Date Sent: 22 Dec 2008 2:15 pm

Thanks [s.73(1) - Irrelevant information] for completing the End of Study Fluoridation survey. Your feedback helps us in ensuring the training provided is current and accurate. It is of great concern to me that you have select the response "Poor" when rating the learning material quality, and that you would not recommend this course to other operators. Could you please elaborate so we can improve this important operator resource for future intakes? You are welcome to ring me to discuss further. Your direct comments will assist in improving this product for those working in the water industry. Regards Tracie Regan Senior Training Consultant Wide Bay TAFE ph 0418 743 261

Fluoridation studies: [s.73(1) - Irrelevant information] -

Sender: Tracie Regan, To: [s.73(1) - Irrelevant information]
Date Sent: 5 Jan 2009 10:40 am

This message is directed to [s.73(1) - Irrelevant information] student of Fluoridation Studies with Wide Bay TAFE. If there is an alternative email address for [s.73(1) - Irrelevant information] please advise. An email is required as part of participating in this course. Regards Tracie Regan Water Studies Online Wide Bay TAFE
tracie.regan@deta.qld.gov.au

Fluoridation survey results: need more responses -

Sender: Tracie Regan, To: kate.niblett@deta.qld.gov.au; [s.47(3)(b) - Contrary to Public Interest] watertraining@westnet.com.au
Date Sent: 6 Jan 2009 12:36 pm

Hi Kate, Ray There doesn't seem to be any further participation in the 2 surveys available to these students from within the group. Ray, we need these stats as part of reporting, so please remind the students to complete the 'start of study' survey now, and the other when the online test/Checkpoint 2

test is done. This can be done as part of your usual weekly contact. Thanks Tracie

Fluoridation surveys -

Sender: Tracie Regan, To: kate.niblett@deta.qld.gov.au; [s.47(3)(b) - Contrary to Public Interest] watertraining@westnet.com.au
Date Sent: 22 Jan 2009 1:36 pm

Hi Ray There is a very poor completion rate for the 2 surveys in the Fluoridation group. One is for the start of studies and the other the end of studies. Can you please check with students they complete these before finishing. Thanks, Tracie Regan

Gold Coast Water Students - online induction required -

Sender: Tracie Regan, To: watertraining@westnet.com.a
Date Sent: 5 Feb 2009 9:39 am

Hi Ray I have added 'Gold Coast Water' to the location of these new students. Please ring and make time to go through their online induction with each new student or in groups. They must complete the WBIT orientation form (linked in the induction area). Don't forget to update your spreadsheet with the new students, and they must complete by 31 March - the same as the others in the group, so they will have to give it a good effort to be done in time. Follow these steps: Open the Fluoridation Group > Your Group> check the box for 'view all' > you will see Gold Coast Water in the location column.

Weekly Fluoridation report -

Sender: Tracie Regan, To: watertraining@westnet.com.a
Date Sent: 2 Mar 2009 6:36 pm

Hi Ray the last report in the group was uploaded by EDu on the 16 feb. Do you have a more current version I can look at? Thanks, Tracie

Flruoidation: Trainers checksheet -

Sender: Tracie Regan, To: kate.niblett@deta.qld.gov.au; [s.47(3)(b) - Contrary to Public Interest] watertraining@westnet.com.au; rstephensen@seqwater.com.au; water.wbit@deta.qld.gov.au
Date Sent: 11 Mar 2009 5:44 pm

Hi Ray, Kate I have updated yesterday's file with some survey detail (just noting who I have sent an end of survey to via email) To avoid confusion please use this version, which can be accessed from the group, thanks, Tracie

access restored -

Sender: Tracie Regan, To: kate.niblett@deta.qld.gov.au; [s.47(3)(b) - Contrary to Public Interest]
Date Sent: 23 Mar 2009 7:02 pm

Sorry about the temporary access problem Kate, it was probably linked to when we first created the group and assumed everyone would be done by now. I have extended your access to April 09 as this is an approved extension date for 1 student, everyone else expects to be completed by 31 March. Regards Tracie

Kate's report 030409 -

Sender: Tracie Regan, To: kate.niblett@deta.qld.gov.au; [s.47(3)(b) - Contrary to Public Interest] watertraining@westnet.com.au; rstephensen@seqwater.com.au
Date Sent: 3 Apr 2009 4:15 pm

Hi Kate, Ray please find attached an abridged version of the Group 1 Floridation students and issuing email_log_WBI_NWP07_A_Group1_2009_10_01.doc
Wide Bay Institute of TAFE

of certificates or statements. Note aside from the requested extensions this group should be closed in a week or so. Thank you both for the combined efforts in getting this initial group through. Regards, Tracie

Kate's report 060409 -

Sender: Tracie Regan, To: s.47(3)(b) - Contrary to Public Interest watertraining@westnet.com.au;
kate.niblett@deta.qld.gov.au;
rstephensen@seqwater.com.au
Date Sent: 6 Apr 2009 8:56 am

Kate this report should give you everything, I will upload it to the group. regards, Tracie

test -

Sender: Ray Stephenson, To: water.wbit@deta.qld.gov.au
Date Sent: 18 Dec 2008 4:20 pm

test

Task 2 -

Sender: Ray Stephenson, To:

s.73(1) - Irrelevant information

Date Sent: 23 Dec 2008 3:08 pm

Afternoon all, I know it's getting really close to Christmas and its wind down time but I have to get in one last reminder before everyone heads off for a well earned break. As you are receiving this email you have ben identified as being non-operational staff completing this course. It's really important for you to successfully complete checkpoint 2 of the course material as it covers all the fluoridation work place health and safety aspects. Once this self-marking quiz is successfully completed you will be eligible to receive the Certificate of Attendance in Fluoridation Safety for your efforts which will not only give you a good understanding of the safety aspects of working with fluoride but you will also be meeting a SEQW safety requirement at the same time. So please log on and complete this at your earliest convenience as we are working to a very tight time frame for compliance. Don't forget to contact me or the other Wide Bay TAFE staff if you need any help. Kind regards Ray Stephenson
Trainer mob: 0429 900 765

Test No 1 -

Sender: Ray Stephenson, To: s.73(1) - Irrelevant information
Date Sent: 6 Jan 2009 4:32 pm

Afternoon s.73(1) - Thankfully I have found a result confirming that you have achieved a passing mark of 30 for your online test. Please find it below. s.73(1) - Irrelevant in 24/12/2008 12:06 6/01/2009 14:03 Visits: 6 6-Jan-09 6 Score: 30 Time Spent: 75 (mins) 1:57 PM s.73(1) - at this point please continue with tasks 2 and 3. Thanks for your patients whist this was sorted out. Regards Ray Stephenson 0429 900 765

Task 2, Task 3 -

Sender: Ray Stephenson, To:

s.73(1) - Irrelevant information

s.73(1) - Irrelevant information

Date Sent: 6 Jan 2009 5:28 pm

Guys, The last student has made it through the online test which brings to an end one mile stone but as always opens another. I'm sure everybody have been working on their other assessment pieces, but if not please start to compile this information as quickly as possible. Task 2 will have to wait until a workplace visit by one of our experienced Operators to sign off that operational staff are handling fluoride and fluoride equipment in a manner that is safe to both operators, staff and customers alike. This should happen soon after the contractors have handed over the equipment to the local operators. Task 3 requires you to gather normal workplace evidence. Please print out the assessment and put it in a folder so that when the evidence has been collected it is easy to put it in one location. I believe that you should be able to work on most of the pieces of evidence with the exception of # 4 & # 6 which will require operator ownership of the fluoridation equipment. You will need to send all this information to me once it is signed off or compiled If you have any questions or comments please do not hesitate to contact me Kind Regards Ray Stephenson Tafe Trainer 0429 900 765

Fluoride -

Sender: Ray Stephenson, To:

s.73(1) - Irrelevant information

Date Sent: 4 Feb 2009 3:01 pm

Afternoon Guys, I think this will be the complete group from the Gold Coast. I hope every body has had the opportunity to log in and have a look around. It's all pretty easy to follow if you work your way down the LHS of the screen. Once you have worked your way through the checkpoints 1, 2, 3 & 4 the online test will be easy to complete. The test is made up of questions from the checkpoints so when you achieve 100% on the checkpoint make sure you keep a copy of it. You will need to achieve 100% on checkpoint 2 (WH&S) and the online test. Once the test has been complete the remaining tasks 2, 3 & 4 are about collecting and collating information regarding your WTP and the Fluoride dosing facility specifically. If you could find the time to give me a call on mobile 0429 900 765 so we can discuss the best way forward would be appreciated. Don't forget, any problems just give me a call. Regards Ray Stephenson Tafe Trainer 0429 900 765

Task 2, 3 & 4 -

Sender: Ray Stephenson, To:

s.73(1) - Irrelevant information

Date Sent: 9 Feb 2009 2:24 pm

Afternoon I'm just sending you a quick email this afternoon to see how you are progressing with the completion of tasks 2, 3 and 4. I'm under the impression that all the Fluoride installation are complete and that the equipment is usable. (Please correct me if I'm wrong). As such I need to receive all the remaining tasks so that the entire operational group can ticked off and be awarded the certificate. Please give me a call if you are having any issues with the remaining tasks or have simply forgot to send it in. Kind Regards Ray Stephenson Tafe Trainer, 0429 900 765

Task 2, 3 & 4 -

Sender: Ray Stephenson, To:

s.73(1) - Irrelevant information

Date Sent: 9 Feb 2009 2:25 pm

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forgot to send it in. Kind Regards Ray Stephenson Tafe Trainer, 0429 900 765

Task 2, 3 & 4 -

Sender: Ray Stephenson, To: s.73(1) - Irrelevant information
Date Sent: 9 Feb 2009 2:26 pm

Afternoon s.73(1) - Irrel I'm just sending you a quick email this afternoon to see how you are progressing with the completion of tasks 2, 3 and 4. I'm under the impression that all the Fluoride installation are complete and that the equipment is usable. (Please correct me if I'm wrong). As such I need to receive all the remaining tasks so that the entire operational group can ticked off and be awarded the certificate. Please give me a call if you are having any issues with the remaining tasks or have simply forgot to send it in. Kind Regards Ray Stephenson Tafe Trainer, 0429 900 765

Task 2, 3 & 4 -

Sender: Ray Stephenson, To: s.73(1) - Irrelevant information
Date Sent: 9 Feb 2009 2:28 pm

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Date Sent: 9 Feb 2009 2:30 pm

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Task 2, 3 & 4 -

Sender: Ray Stephenson, To: s.73(1) - Irrelevant information

Date Sent: 9 Feb 2009 2:31 pm

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Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 9 Feb 2009 2:38 pm

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Checkpoint 2 - Fluoride -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]

Date Sent: 20 Mar 2009 4:55 pm

Afternoon Guys Time is starting to run out for completing checkpoint 2 (WH&S) component of the

Fluoride course. The final day to complete this task is presently the 31st of March at which point access will be closed, please endeavour to log in ASAP, read and understand all the WH&S issues and then complete the checkpoint at the end of the section. If you have any problems with logging in or completing the tasks in general please give me a call on 0402 023 320 or email rstephenson@seqwater.com.au Good luck Ray Stephenson Tafe tutor. 0402023320

Online Test Notification -

Sender: Water Administrator, To: watertraining@westnet.com.au

s.73(1) - Irrelevant information

s.73(1) - Irrelevant information

Date Sent: 20 Nov 2008 11:21 am

Hi all, You have received this message as a teacher member of the Water Fluoridation group. Online Test Notifications will now be sent when students complete the Assessment Online Test 1. Ray Stephenson will mark and provide feedback to individual students. If you receive one of these notifications please disregard (apart from Ray.) Thanks, Dan Nowack A/Program Co-ordinator - Water Studies

Fluoridation Online Test 1 Management -

Sender: Water Administrator, To:

alan.p.handyside@deta.qld.gov.au; kate.niblett@deta.qld.gov.au; watertraining@westnet.com.au

s.47(3)(b) - Contrary to Public Interest

Date Sent: 20 Nov 2008 12:18 pm

To: Ray Stephenson CC: Kate Niblett, Alan Handyside Hi Ray, Following a comprehensive discussion (and testing) with Alan Handyside, we have developed a process for you to follow when marking students fluoridation online test 1. The steps that you should follow are: 1. Select "Online Test 1" from under "Assessment Stuff"; 2. Select "Test Review Tab" (Second icon from right at top of page); 3. Select "Mark/Mail all completed tests" 4. Mark completed tests by either: a) Selecting individual student, press "Mark" button at bottom of page; or b) Selecting "Mark All Completed Tests" (A mark will then be automatically generated) 5. Read through the test answers/results to assist you determine feedback required. 6. Select the "Pencil" icon (Update User Feedback); 7. Enter your comment/feedback. If the student has not passed you must include the following in your feedback: a) Students are only allowed 3 attempts at this test. You now have 2 remaining; b) They should review their learning stuff and checkpoints before re-attempting the online test. (Include any other review suggestions also). c) When they decide to re-attempt the test, the questions will be randomly generated again. (the questions won't be the same as their first attempt) 8. Hit the "Update" button; 9. Tick the Mail box; 10. Hit the "Process" button. This will then send a response to the student advising them of their mark, any comments you have provided and a link to their completed test. I hope this is of assistance to you. Please contact me if you have any problems. Regards, Dan Nowack A/Program Co-ordinator - Water Studies

Test No 1 -

Sender: Ray Stephenson, To: [s.73\(1\) - Irrelevant information](#)

Date Sent: 18 Dec 2008 11:18 am

s.73(1) - I see that you have completed your on-line test. I'm just wondering if you meant to submit it or just have it saved for altering at a later date. If you want to submit and are having trouble please give me a buzz on 0429 900 765 and we'll get it through. Regards Ray Stephenson Fluoride Trainer

Test 1 -

Sender: Ray Stephenson, To: [s.73\(1\) - Irrelevant information](#)

Date Sent: 18 Dec 2008 11:19 am

s.73(1) - I see that you have completed your on-line test. I'm just wondering if you meant to submit it or just have it saved for altering at a later date. If you want to submit and are having trouble please give me a buzz on 0429 900 765 and we'll get it through. Regards Ray Stephenson Fluoride trainer

online test -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 23 Dec 2008 5:47 pm

Afternoon [s.73(1) - Irrelevant information] I notice you have your test saved but not submitted. If you wish to submit just follow the prompts at the bottom or give me a buzz and I'll take you through it. Good luck. Ray Stephenson Trainer 0429 900 765

Fluoride Test -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 30 Dec 2008 10:21 pm

Evening [s.73(1) - Irrelevant information], Just checking to see how you are going with the Fluoride test? We need to have it completed pretty soon, so I'm just checking to see if you are having any issues? Please give me a call at some stage so that I can help you through the test. Regards Ray Stephenson Trainer 0429 900 765

Fluoride Test -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 30 Dec 2008 10:24 pm

Evening [s.73(1) - Irrelevant information] Just checking to see how you are going with the Fluoride test? We need to have it completed pretty soon, so I'm just checking to see if you are having any issues? Please give me a call at some stage so that I can help you through the test. Regards Ray Stephenson Trainer 0429 900 765

Sender: Ray Stephenson, To: tracie.regan@det.qld.gov.au [s.47(3)(b) - Contrary to Public Interest]
Date Sent: 31 Dec 2008 9:46 am

Hey Tracie, Just spoke to [s.73(1) - Irrelevant information] who is doing his test now. which will leave 2. [s.73(1) - Irrelevant information] left SEQW which will leave 1. If we can sort out [s.73(1) - Irrelevant information] it might leave 0. YAY!!!!!!!

Tafe -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 30 Mar 2009 10:57 am

Morning [s.73(1) - Irrelevant information] Thanks for the conversation on Saturday afternoon, I'm sure you won't have any trouble with Checkpoint 2, but just in case you can give me a buzz on 0402 023 320 if you get stuck. Regards Ray

Tafe -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 30 Mar 2009 10:59 am

Morning [s.73(1) - Irrelevant information] thanks for getting the fluoride completed. Can you give [s.73(1) - Irrelevant information] a hand if you see him? We have to close off tomorrow unless students ask for an extension. Regards Ray

Fluoride -

Sender: Ray Stephenson, To: [s.73(1) - Irrelevant information]
Date Sent: 30 Mar 2009 11:02 am

[] Can you please give me a buzz when you get a chance 3035 5593 or 0402 023 320. Just need to know where you are at with the test and the task 3 Regards Ray

Handyside, Alan P

From: Handyside, Alan P
Sent: Wednesday, 19 November 2008 12:42 PM
To: Wheeler, Philip
Cc: Morgan, Denise; Niblett, Kate; Leeson, Helen
Subject: RE: Learning management system access

Tracking:

Recipient	Read
Wheeler, Philip	Deleted: 19/11/2008 2:20 PM
Morgan, Denise	
Niblett, Kate	Read: 19/11/2008 1:13 PM
Leeson, Helen	Read: 19/11/2008 1:10 PM

Hi all,

Jo Hollingsworth, Seqwater has now been given teacher access to the Fluoridation group:

Group Id: NWP07_A_Group1
Description: Water Industry Training (Fluoridation) - Group 1

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264
=====

From: Wheeler, Philip
Sent: Wednesday, 19 November 2008 11:24 AM
To: Handyside, Alan P
Cc: Morgan, Denise
Subject: FW: Learning management system access

Hi Alan

This call came in while you were in your meeting.

Regards

Phil Wheeler
Instructional Designer
Innovations Unit - Wide Bay TAFE
Phone: - 07 4120 6225 / 0429 303 040
Mail: - LMB 279 Maryborough Q 4650

From: Jo Hollingsworth [mailto:jhollingsworth@seqwater.com.au]
Sent: Wednesday, 19 November 2008 11:06 AM
To: Wheeler, Philip
Cc: Niblett, Kate
Subject: Learning management system access

Hi Phil,

As per our phone conversation this morning, Kate has asked that I be set up with Teacher Access on the Learning Management System. I am helping Kate bring together the details of the Fluoride Training that is currently taking place for Seqwater and Tenix staff. This access will assist me with contacting the Tenix staff to confirm their course details and ensure they attend their training.

Please let me know if you require any further details.

1/10/2009

DET RTI Application 340/5/1797 - File A - Document No. 631 of 991

Kind regards,

Jo Hollingsworth

Personal Assistant - Coastal Operations
Queensland Bulk Water Supply Authority *trading as Seqwater*

 cid:image001.jpg@01C8DB5

Level 3, 240 Margaret Street
PO Box 16146, City East Qld 4002
Ph (07) 3035 5609 | Fax (07) 3229 7926 | E jhollingsworth@seqwater.com.au
Website | www.seqwater.com.au

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QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Handyside, Alan P

From: Handyside, Alan P
Sent: Tuesday, 11 November 2008 10:36 AM
To: 'watertraining@westnet.com.au'
Subject: FW: New Fluoridation Group details

Ray

Here are the details of the new group where the students will be placed.

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264
=====

From: Handyside, Alan P
Sent: Monday, 10 November 2008 4:19 PM
To: WBIT, Ext Delivery Unit
Cc: WBIT, Water; Niblett, Kate; Geldard, Jennifer
Subject: New Fluoridation Group details

Hi Tara,

Here are the details for the new Water Fluoridation group:

- Group Id: NWP07_A_Group1
- Description: **Water Industry Training (Fluoridation) - Group 1**

Ray Stephenson and Dan Nowack as the Water Administrator have access.

Please call me if you have any questions.

Alan H

ALAN HANDYSIDE
Web Developer
Teaching and Learning Innovation
Wide Bay Institute of TAFE
Ph: 07 4120 6264
Fax: 07 4120 6453
Internet: <http://www.widebay.tafe.qld.gov.au>
LMS: <http://widebay.janison.com/>
Intranet: <http://tafew3.admin.tafe/wbit>

Handyside, Alan P

From: Niblett, Kate
Sent: Wednesday, 5 November 2008 8:44 AM
To: Wheeler, Philip; Morgan, Denise; Regan, Tracie; Handyside, Alan P; Geldard, Jennifer
Subject: FW: training material

Thought this might cheer up everyone's day

Regards

Kate

From: Henry Olszowy [mailto:Henry_Olszowy@health.qld.gov.au]
Sent: Tuesday, 4 November 2008 2:40 PM
To: Robyn Maddalena
Subject: Re: training material

Dear Robyn,

I was very very impressed with the course. It is very thorough and comprehensive covering all aspects of fluoridation of water including chemistry, WH&S, How F works etc etc. Most impressive.

The pictures and diagrams make the course easy going and I am sure that students will enjoy it. Maybe I missed it, but would it be worthwhile adding a section about how to measure fluoride concentration in water?

Henry

Maddalena 04/11/2008 9:38 >>>
Hi Henry,

have you had a chance to look at the training material for the fluoridation course. Kate Niblett from Wide Bay TAFE needs our comments today. Can you send me any comments you have and I will pass them on.

Cheers Robyn.

Dr Robyn Maddalena
Principal Scientific Advisor Water quality
Queensland Health
Environmental Health Unit
147 Charlotte Street, Brisbane
Ph: 3235 9077 (Mon & Thurs)
Ph: 3274 9237 (Tues)
Fax: 3234 1480
email: robyn_maddalena@health.qld.gov.au
QLD Health website: www.health.qld.gov.au

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Regards
Dr Henry Olszowy
Supervisor - Inorganic Chemistry
Queensland Health Forensic & Scientific Services
39 Kessels Road
Coopers Plains QLD 4109
AUSTRALIA

Mobile: 0403 393908
Ph: (617) 3274 9071
Fax: (617) 3274 9181
email: Henry_Olszowy@health.qld.gov.au

Handyside, Alan P

From: Handyside, Alan P
Sent: Monday, 3 November 2008 4:19 PM
To: Niblett, Kate
Subject: RE: MSDS for Fluoride training

Tracking: Recipient Read
Niblett, Kate Deleted: 24/11/2008 12:28 PM

Kate,
They appeared to upload ok so are now in the teacher share space.

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264

From: Niblett, Kate
Sent: Monday, 3 November 2008 1:20 PM
To: Handyside, Alan P
Subject: FW: MSDS for Fluoride training

Hi alan
Can you please put these two documents in the teacher share area. I was not sure how to do it in this format

Thanks
Kate

From: Kris McCulloch [mailto:kmcculloch@seqwater.com.au]
Sent: Monday, 3 November 2008 11:36 AM
To: Niblett, Kate
Subject: MSDS for Fluoride training

Hi Kate,
Sorry for the delay,
We had a little trouble getting an answer from our projects people regarding the supplier.
I have attached a Chem-Watch data sheet & the manufactures data sheets.
It will be our intention to use ChemWatch Gold for all our MSDS's, this is why I have included.

Kris McCulloch
Workplace Health and Safety Officer
Queensland Bulk Water Supply Authority trading as Seqwater



Ph (07) 3035 5588 | Fax (07) 3329 7926 | M 0418723907 | E kmcculloch@seqwater.com.au

Level 5, 240 Margaret St, Brisbane City QLD 4000 Australia
PO Box 16146, City East QLD 4002

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QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Pages 638 through 655 redacted for the following reasons:

s 47(3)(f) and s 53(d)

Handyside, Alan P

From: Handyside, Alan P
Sent: Thursday, 30 October 2008 5:36 PM
To: Niblett, Kate
Subject: RE: Fluoridation roll-out update

Tracking: Recipient Read

Niblett, Kate Read: 30/10/2008 6:03 PM

Terry Fagg and also Alan Kleinschmidt now have access to Janison and will see the latest version we have at the moment.

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264
=====

From: Niblett, Kate
Sent: Wednesday, 29 October 2008 4:20 PM
To: Handyside, Alan P
Subject: FW: Fluoridation roll-out update

From: Heather Gold [mailto:hgold@qldwater.com.au]
Sent: Wednesday, 29 October 2008 4:14 PM
To: Niblett, Kate
Subject: FW: Fluoridation roll-out update

Another for the fluoridation training material review.
Cheers
Heather

Heather Gold
Executive Assistant
qldwater
t: 07 3252 4701
d: 07 3000 2279
e: hgold@qldwater.com.au

Level 1, 25 Evelyn Street
Newstead Qld 4006

From: Terry Fagg [mailto:Terry.Fagg@dalbyrc.qld.gov.au]
Sent: Wednesday, 29 October 2008 2:41 PM
To: Heather Gold
Subject: RE: Fluoridation roll-out update

Heather,
I would be interested in reviewing the training requirements.
Regards
Terry Fagg

From: Heather Gold [mailto:hgold@qldwater.com.au]
Sent: Wednesday, 29 October 2008 12:12 PM
To: Heather Gold

1/10/2009

DET RTI Application 340/5/1797 - File A - Document No. 656 of 991

Subject: Fluoridation roll-out update

Dear Fluoridation Industry Tech. Committee members,

The Fluoridation roll out is still being finalised by DIP and their assigned project managers (Cardno). I am hoping that we will get more details about this roll-out soon and the Directorate has been asked to provide assistance with communication and the use of our website for communicating with Councils outside SEQ. I am also meeting with the Fluoridation people at QHealth this afternoon to get an update on the progress of the CoP.

One part of the program that is going very well is the training which we advocated to be rolled under an ongoing accredited program. I understand that some of you are involved in reviewing the content of the new training program, but I would like to provide the opportunity for all members to review this (online) resource.

If you wish to review the new training competency material, please let me know and I will provide your email to Kate Niblett (seconded to DIP from Wide Bay TAFE) who will issue with a password and some instructions.

We will let you know as soon as further information comes to light.

Regards,
Rob

Dr Rob Fearon
Executive Manager
qldwater - The Queensland Water Directorate

T: (07) 3252 4701
M: 0428 300 208
W: www.qldwater.com.au

Handyside, Alan P

From: Niblett, Kate
Sent: Thursday, 30 October 2008 11:22 AM
To: Handyside, Alan P
Subject: FW: working draft Fluoride Reg
Attachments: V001_S08_0477_PK.pdf

*Kate Niblett
PH: (07) 4120 2490
Mobile: 0417 799 945*

From: Toni Cooper [mailto:Toni_Cooper@health.qld.gov.au]
Sent: Thursday, 30 October 2008 11:14 AM
To: Niblett, Kate
Subject: working draft Fluoride Reg

Hi Kate
Working draft attached. This draft has only been distributed within QH as it is a rough 1st version and includes comments from our Drafter.

We don't anticipate too many major changes, however, the reporting and recording sections will be further refined and the sampling / analysis provisions will be much clearer in their requirements.

If you have any queries, please feel free to give me a call
Toni

Toni Cooper
Principal Environmental Health Advisor

Water Quality Section
Environmental Health Unit
Population Health Services
Division of the Chief Health Officer

Please note that my working hours
are between 7.30am and 3.30pm

ph: (07) 323 41597
fax: (07) 323 41480
email: toni_cooper@health.qld.gov.au

GPO Box 48
Brisbane Qld 4001
Level 10
147-163 Charlotte Street
Brisbane

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Handyside, Alan P

From: Handyside, Alan P
Sent: Thursday, 20 November 2008 12:54 PM
To: WBIT, Water
Subject: RE: Fluoridation Online Test 1 Management

Thanks Dan.

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264
=====

-----Original Message-----

From: bounce@janison.com.au [mailto:bounce@janison.com.au] On Behalf Of WBIT, Water
Sent: Thursday, 20 November 2008 11:19 AM
To: Handyside, Alan P
Subject: Fluoridation Online Test 1 Management

To: Ray Stephenson
CC: Kate Niblett, Alan Handyside

Hi Ray,

Following a comprehensive discussion (and testing) with Alan Handyside, we have developed a process for you to follow when marking students fluoridation online test 1. The steps that you should follow are:

1. Select "Online Test 1" from under "Assessment Stuff";
2. Select "Test Review Tab" (Second icon from right at top of page);
3. Select "Mark/Mail all completed tests"
4. Mark completed tests by either:
 - a) Selecting individual student, press "Mark" button at bottom of page; or
 - b) Selecting "Mark All Completed Tests"
(A mark will then be automatically generated)
5. Read through the test answers/results to assist you determine feedback required.
6. Select the "Pencil" icon (Update User Feedback);
7. Enter your comment/feedback. If the student has not passed you must include the following in your feedback:
 - a) Students are only allowed 3 attempts at this test. You now have 2 remaining;
 - b) They should review their learning stuff and checkpoints before re-attempting the online test. (Include any other review suggestions also).
 - c) When they decide to re-attempt the test, the questions will be randomly generated again. (the questions won't be the same as their first attempt)
8. Hit the "Update" button;
9. Tick the Mail box;
10. Hit the "Process" button.

This will then send a response to the student advising them of their mark, any comments you have provided and a link to their completed test.

I hope this is of assistance to you. Please contact me if you have any problems.

Regards,

Dan Nowack
A/Program Co-ordinator - Water Studies

Handyside, Alan P

From: Handyside, Alan P
Sent: Tuesday, 9 December 2008 11:58 AM
To: Morgan, Denise; Geldard, Jennifer
Cc: Wheeler, Philip; Shang, Nicole; Regan, Tracie
Subject: RE: Thanks again

Tracking:	Recipient	Delivery	Read
	Morgan, Denise		
	Geldard, Jennifer	Failed: 9/12/2008 11:58 AM	
	Wheeler, Philip		Read: 9/12/2008 12:19 PM
	Shang, Nicole		
	Regan, Tracie		

Glad to have Tracie back too, she laid the foundation before her leave and we just added a few bricks that Kate and the rest of the team supplied.

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264
=====

From: Morgan, Denise
Sent: Tuesday, 9 December 2008 11:27 AM
To: Handyside, Alan P; Geldard, Jennifer
Cc: Wheeler, Philip; Shang, Nicole; Regan, Tracie
Subject: FW: Thanks again

Please see message below which I have forwarded to Trevor and Ana.

Congratulations and thank you Alan and Jen for all your hard work on this project. It was a huge challenge given the multiple changes to the Code of Practice but you rose to the challenge and your effort was admirable.

Thank you also to those who supported them through this process.

Cheers....D

Denise Morgan

Manager - Teaching and Learning Innovation
Wide Bay TAFE
LMB 279
Maryborough 4650
PH: 07-41206454
M: 0419730648
denise.morgan@deta.qld.gov.au

From: Lynne Dixon [<mailto:Lynne.Dixon@dip.qld.gov.au>]
Sent: Friday, 5 December 2008 11:20 AM
To: Morgan, Denise
Cc: Niblett, Kate
Subject: Thanks again

Hi Denise,

I just wanted to drop a quick line to say thanks again - for all the hard work the team has done to pull together the fluoride course so quickly and so professionally and also for the lovely lunch the other day.

1/10/2009

DET RTI Application 340/5/1797 - File A - Document No. 661 of 991

I was really surprised when I walked into the room and saw how few people worked in the 'team' Kate had spoken about. I will make sure that recognition of your group's contribution and efforts is passed along.

Thanks again and please let the team know that I am genuinely and very gratefully appreciative of their efforts.

Cheers

Lynne Dixon
Director, Infrastructure Delivery
Department of **Infrastructure and Planning**

tel +61 7 3898 0450

mob 0417 196 818

fax +61 7 3898 0486

post PO Box 15009 City East Qld 4002

Level 4 | Cromwell House | 200 Mary Street | Brisbane Qld 4000

lynne.dixon@dip.qld.gov.au

www.dip.qld.gov.au

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Handyside, Alan P

From: Niblett, Kate
Sent: Friday, 28 November 2008 11:19 AM
To: Handyside, Alan P
Subject: Re: On Line test

Thanks Alan I'll let him know
Kate Niblett
Manager Marketing and Client Relations
P (07 41202490)
M 0417 799 945
E kate.niblett@deta.qld.gov.au

From: Handyside, Alan P
To: Niblett, Kate
Cc: s.73(1) - Irrelevant information
Sent: Fri Nov 28 11:16:21 2008
Subject: RE: On Line test

Kate,

s.73(1) - Irrelevant information
s.73(1) - Irrelevant information
test is there and is ready for marking (one question remains). We just need the answer to the following question from and then this can be added to his test and then it can be marked by the marker. This way he may not have to attempt the test again if it is all ok.

28 In Zone 1, how often should you maintain a record of the following?

- Volume of water treated and fluoridated;
- Quantity of fluoridating agent added to the water;
- Corresponding average calculated fluoride dose; and
- Fluoride concentration in the treated water.

- monthly
- daily
- fortnightly
- hourly

Alan H

ALAN HANDYSIDE
WideBay TAFE
Ph: 07 4120 6264
=====

From: Niblett, Kate
Sent: Friday, 28 November 2008 10:57 AM
To: Handyside, Alan P
Subject: FW: On Line test

Hi Alan
Can we sort this? Do you have any visibility?

Cheers
Kate

From: s.73(1) - Irrelevant information
Sent: Fri 28/11/2008 10:43 AM

To: Niblett, Kate; s.47(3)(b) - Contrary to Public Interest

Subject: On Line test

Hi Kate,

I just finished a test and submitted it, It came back as I missed 1 question so I checked it and found # 28 wasn't answered so I answered it and I tried to submit and it came up as a new set of 30 questions. Do I need to do this lot or can you find my other set. Thanks

s.73(1) - Irrelevant information

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QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Handyside, Alan P

From: Morgan, Denise
Sent: Tuesday, 10 March 2009 2:39 PM
To: Handyside, Alan P
Subject: FW: SEQW and fluoridation studies

i Alan

Can you please follow up with Tracie in regard to documenting the feedback for the water programs?

Thanks...D

Denise Morgan

Manager - Teaching and Learning Innovation
Wide Bay TAFE
MB 279
Maryborough 4650
H: 07-41206454
F: 0419730648
denise.morgan@deta.qld.gov.au

From: Regan, Tracie
Sent: Tuesday, 10 March 2009 2:04 PM
To: Leeson, Helen; Morgan, Denise
Subject: FW: SEQW and fluoridation studies

i Helen, Denise

As you are both aware of this discussion today, Kate is very much got her project manager hat on and is taking the hardline with outcomes for this group. This is OK, as we are performing well considering it is a new audience. Denise, we need to somehow document feedback on the online programs offered so we can review this in a structured manner.

Kate has asked me again for the CD with Fluoride resources - Helen, can you call her today? Thanks

Tracie Regan ext 5845 or phone 07 4150 5845

From: Regan, Tracie
Sent: Tuesday, 10 March 2009 1:56 PM
To: Niblett, Kate
Subject: FW: SEQW and fluoridation studies

i Kate

Ray has been talking to most of the students now that he works for SEQ Water. See his comment below.

This reflects our discussion this morning where I feel the success of this group closely relies on relational support, that is, the active and positive support from their Managers, time given for the student to actively participate, and the ongoing strong communication with the Trainer.

We also feel this SEQWater group was disadvantaged by their negative initial experiences ie. the face to face classroom discussion, lack of opportunity in the workplace to gain competency due to component installation dilemmas, and a perceived low priority at the workplace to complete the non-operational 'Fluoride Safety' aspect. Ray has been in strong contact and is well supported in his facilitation.

We would be very disappointed if you were to recommend an alternative delivery strategy for the next stage for a number of reasons. This would also impact on any perceived success in embedding e-learning in the Water Industry as funded by Australian Flexible Learning.

Let me know how we can continue to improve the program. I have asked Ray to seek feedback on the specified pages, and

/10/2009

immediate feeling is it is OK. I have also asked Phil Wheeler to give me his feedback, as he has not seen this group for some time.

Thanks

Tracie Regan phone 07 4150 5845

From: Raymond Stephenson [mailto:rstephenson@seqwater.com.au]
Sent: Tuesday, 10 March 2009 1:38 PM
To: Regan, Tracie
Subject: SEQW

Tracie,

Just confirming that I have spoken with s.73(1) - Irrelevant info this afternoon.
He is going to send it his assessment to have it marked, if he passes OK the remainder of his staff will submit all remaining tasks by the 20th of March

s.73(1) - Irrelevant information



Hope this helps.

Raymond Stephenson
Senior Process Engineer
Level 2 240 Margaret Street, Brisbane
QLD Bulk Water Supply Authority *trading as* Seqwater

 cid:image001.png@01C94A45.1D:

Ph (07) 3035 5593 | Fax (07) 3229 7926 | Mob | E rstephenson@seqwater.com.au
Website | www.seqwater.com.au

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QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Handyside, Alan P

From: James, Tara on behalf of WBIT, Ext Delivery Unit
Sent: Tuesday, 24 March 2009 8:06 AM
To: Handyside, Alan P
Subject: RE: Completion of Cert 11 Fluoride: extension request for s.73(1) - Irrelevant informatio

ello Alan,
hanks so much

Tara James

External Delivery Unit

Wide Bay Institute Of Tafe

ara.James@deta.qld.gov.au

h: (07) 41202579

ax: (07) 41202549

From: Handyside, Alan P
Sent: Monday, 23 March 2009 4:25 PM
To: WBIT, Ext Delivery Unit
Subject: RE: Completion of Cert 11 Fluoride: extension request for s.73(1) - Irrelevant informatio

ara,

o problem! The group is open. Thanks for managing those students too, they all appear to have COS dates!

lan H

LAN HANDYSIDE
ideBay TAFE
h: 07 4120 6264
=====

From: James, Tara **On Behalf Of** WBIT, Ext Delivery Unit
Sent: Monday, 23 March 2009 1:56 PM
To: Handyside, Alan P
Subject: FW: Completion of Cert 11 Fluoride: extension request for s.73(1) - Irrelevant informatio

ello Alan,
orry to be a pain today. Can you please extend a group please see below?

Tara James

External Delivery Unit

Wide Bay Institute Of Tafe

ara.James@deta.qld.gov.au

h: (07) 41202579

/10/2009

Fax: (07) 41202549

From: Regan, Tracie
Sent: Monday, 23 March 2009 10:50 AM
To: WBIT, Ext Delivery Unit; WBIT, Water
Cc: Ray Stephenson SEQWater (rstephenson@seqwater.com.au); WBIT, Innovations
Subject: FW: Completion of Cert 11 Fluoride: extension request for s.73(1) - Irrelevant information

Hi EDU

can you extend the group **Water Industry Training (Fluoridation) - Group 1** close of study to 08 April 2009 and also for the student s.73(1) - Irrelevant information

All other students' close of study should be March 31 (please check)

thanks

Tracie Regan ext 5845 or phone 07 4150 5845

From: Raymond Stephenson [mailto:rstephenson@seqwater.com.au]
Sent: Monday, 23 March 2009 10:02 AM
To: Regan, Tracie
Subject: FW: Completion of Cert 11 Fluoride

Tracie

Please see email below re extension of time.

Ray

From: Earle Townsley
Sent: Sunday, 22 March 2009 8:21 PM
To: Raymond Stephenson
Subject: Completion of Cert 11 Fluoride

Ray,

I have one operator s.73(1) - Irrelevant information who will not be back from holidays until the 31st March. I would like to request an extension for him until the 8th of April.

Would also like confirmation that all of my operators have successfully completed the on-line (Task 1) component of the course.

Could you please reply to this email so I have a record of the responses.

Kind Regards,

Earle Townsley

Central Operations Mt Crosby, Operations Coordinator
QLD Bulk Water Supply Authority *trading as* Seqwater

 cid:image001.png@01C8DCE9.D4

Ph (07) 34374104 | Fax (07)34374071 | M 0448647508 | E letownsley@seqwater.com.au
Eastbank Water Treatment Plant Mt Crosby Rd, QLD 4306 Australia
c/-PO Mt Crosby QLD 4306
Website | www.seqwater.com.au

1/10/2009

DET RTI Application 340/5/1797 - File A - Document No. 669 of 991

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QLD Bulk Water Supply Authority ABN75450239876 (Trading as Seqwater).

Handyside, Alan P

From: WHITAKER, Vicki (Train) on behalf of staffawards [staffawards@deta.qld.gov.au]
Sent: Tuesday, 22 September 2009 12:21 PM
To: Geldard, Jennifer; Handyside, Alan P; Niblett, Kate; Regan, Tracie
Subject: Copy of Training Staff Recognition Awards Nomination

Attachments: Innovation team_Fluoridation Project.pdf



Innovation
eam_Fluoridation P..

> Good afternoon

>
> The Training Staff Recognition Awards are over for another year. If
> you haven't already, please visit the Employee Portal or OnePortal to
> find out about the winners and nominees in each category.

>
> Being nominated for an award is something of which you should be
> extremely proud. So that you can see just how highly regarded you
> are, we have attached a copy of your nomination. You may find it
> useful for your CV or future job applications, or just to see how you
> are appreciated.

> <<Innovation team_Fluoridation Project.pdf>>

>
> If you have any queries about the awards process, please do not
> hesitate to contact the team via staffawards@deta.qld.gov.au

> Regards

> The Training Staff Recognition Awards Team

>
>

Nomination Form

Department of Education and Training

2009 Training Staff Recognition Awards

Teamwork

- Please **complete all details** on the nomination form.
- Ensure you only include those team members who actively contributed to the achievement.
- Include team leader's details and the names of all team members.
- Forward the nomination form and any supporting documentation (**2 pages maximum**) to your Senior Executive (i.e. Institute Director, Regional Director, Executive Director, Director etc.) for endorsement and submission.
- Thank you for taking the time to support a team which deserves recognition for a job well done!

Closing date: Friday 3 July 2009

Details of Nominee	
<i>Unit/Team Name:</i> <i>Innovation team – Fluoridation Project</i>	<i>Team Contact (Full Name):</i> <i>Tracie Regan</i>
<i>Full Names of <u>all</u> Team members:</i> <ul style="list-style-type: none"> • <i>Alan Handyside</i> • <i>Tracie Regan</i> • <i>Kate Niblett</i> • <i>Jennifer Geldard</i> 	<i>Work Location:</i> <i>Wide Bay Institute of TAFE</i> <i>Hervey Bay campus</i>
	<i>Work Phone:</i> <i>4120 5845</i>
	<i>Postal Address:</i> <i>LMB 279</i> <i>Maryborough QLD 4650</i>
<i>*Important note: Please ensure that all names are spelt correctly</i>	<i>Email:</i>
Details of Nominator	
<i>Full Name:</i> <i>Denise Morgan</i>	<i>Position Title:</i> <i>Manager, Innovations</i>
<i>Unit/Team Name:</i> <i>Innovations</i>	<i>Classification and level (optional)</i>
<i>Work Location:</i> <i>Wide Bay Institute of TAFE</i> <i>Hervey Bay campus</i>	<i>Postal Address:</i> <i>LMB 279</i> <i>Maryborough QLD 4650</i>
<i>Work Phone:</i> <i>4120 6454</i>	<i>e-mail:</i> <i>denise.morgan@deta.qld.gov.au</i>
NB: The selection panel may contact you if they require further information regarding this nomination	
Is this a Youth Achievement nomination (staff members aged 25 or younger)?	
Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Note: <ul style="list-style-type: none"> • this nomination could be for a project team which achieves its goals through effective team work; or • a "virtual" team which overcomes the challenges of working at a distance and turns it into a benefit to achieve a result. 	

Why should the nominees win an award for Teamwork?

In two (2) pages or less, comment on why your nominees should be recognised for teamwork.

To assist your nomination, please provide example/s of how you have observed the team:

- working together to improve the delivery of services;
- working together to complete a challenging task;
- making changes to improve their effectiveness, efficiency or to develop new business together;
- adjusting to support and balance any differences to create a complementary distribution of team roles;
- realising the benefits of cross-fertilisation of ideas, skills and knowledge acquisition and sharing their learnings;
- taking up the challenge of stretching their capability by embracing new learning opportunities towards the attainment of team goals; and
- being aware of each team member's capability.

Tracie Regan, Kate Niblett, Alan Handyside and Jennifer Geldard form the team that created the Fluoridation online learning resource.

This fluoridation learning resource was completed on behalf of the Department of Infrastructure and Planning and was required in an incredibly tight timeframe to meet the training needs of water workers in line with the rollout of the Fluoridation of public potable water supplies in Queensland.

Tracie Regan worked tirelessly on the storyboarding and content for the online resource. Alan Handyside and Jennifer Geldard massaged the content for inclusion in the Janison Learning Management system and creating animated avatar introductions, embedded interactive components and developed quizzes. Kate Niblett and Tracie Regan visited the Townsville fluoridation plant and to take photos needed for the resource while at the same time getting endorsement for the online learning materials from industry.

After this trip to industry, Tracie went on leave, but kept in contact from s.47(3)(b) to make sure everything was on track. (Now that's commitment to your job!)

Whilst the product was being developed, the Code of Practice for Fluoridation of Public Water Supplies which was still in draft underwent at least six changes. This was significant as the entire resource was written around the Code and Water Fluoridation Act 2008. The resource referenced pages of the Code throughout which the learners were going to be required to read.

We often refer to 'changing goal posts', however this was a case of coming into work in the morning not knowing what the goals posts were going to be.

Alan, Jen and Kate took this in their stride and worked through the Code of Practice and realigned the resource screen by screen to match the continued changes.

Jen was required to work extra hours during the development stage and Alan reprioritised his workload to commit the majority of his time to the learning resource. Kate who was at the time seconded to the Department of Infrastructure and Planning sat in the Innovation office working alongside Jen and Alan to guide all the changes required and ensure the instructional design would meet the needs of the customer and most importantly the students.

The commitment to this project and the ongoing focus of meeting the needs of our customer have been acknowledged by both the Department of Infrastructure and Planning and Queensland Health who are not only impressed by the resource, but also by the size and commitment of the team who completed the work.

PLEASE LIMIT ANY SUPPORTING DOCUMENTATION TO TWO PAGES

ENDORSEMENT by Senior Manager/Senior Executive

I endorse this nomination: Sighted and Signed

Name: Ana Rodger

Title: A/Institute Director

Name of Institute, Region or Division: Wide Bay Institute of TAFE

Work phone: 4120 2577

I confirm that the nominee/s:

- works within Training Queensland
- works within Skills Queensland
- has supported Training

Any additional comments to support this nomination:

NB: Nomination must be forwarded from endorsing officer's mailbox to the address below

Email to: staffawards@deta.qld.gov.au

Handyside, Alan P

From: Shang, Nicole
Sent: Friday, 24 July 2009 2:05 PM
To: Handyside, Alan P
Subject: FW: fluoridation enrolments on hold until review completed

Nicole Shang
Senior Project Officer
Innovations Team
5321

From: Regan, Tracie
Sent: Friday, 24 July 2009 1:34 PM
To: Ward, Mary; Ray Stephenson SEQWater (rstephenson@seqwater.com.au); Graham Cole (WBW)
Cc: Niblett, Kate; Leeson, Helen; Shang, Nicole
Subject: fluoridation enrolments on hold until review completed

CC Helen, Kate, Nicole, Graham

Hi Mary, Ray,
Please note operators wanting to study NWP276A can be enrolled but they will not start studies until the resources have the approval from Qld Health following the recent fluoridation overdosing event. Current students are fine to continue, but new students should not be started.

This review is expected to be completed by September and affects both assessable and non-assessable studies.

This does not affect students applying for Credit Transfer based on previous study.

Nicole, this next group would be a new group (Group 4)

Tracie Regan, Senior Training Consultant, Wide Bay Institute of TAFE
ENABLING EDUCATORS | SUPPORTING STUDENTS | Innovative for the Water Industry
Ph 07 4150 5845 | fax 07 4150 5892 | Mobile 0418 743 261 | postal: LMB 279 Maryborough QLD 465

Handyside, Alan P

From: WBIT, Ext Delivery Unit
Sent: Friday, 10 July 2009 3:50 PM
To: Handyside, Alan P
Subject: FW: Fluoride extension request

Dear Alan
Can you extend for Tracie please.

Regards

Trudi Tierney | External Delivery Unit | Wide Bay Institute of TAFE | LMB 279 | Maryborough Qld 4650
Email: wbit.extdu.deta.qld.gov.au | Ph: (07) 4120 2594 | Fax: (07) 4120 2549

From: Regan, Tracie
Sent: Friday, 10 July 2009 11:18 AM
To: WBIT, Ext Delivery Unit
Cc: WBIT, Water
Subject: FW: Fluoride extension request

hi friendly EDU
can you extend the COS dates as requested below for the **Water Industry Training (Fluoridation) - Group 2 WBIT Janison** group

thanks

Tracie Regan ext 5845 or phone 07 4150 5845

From: Raymond Stephenson [mailto:rstephenson@seqwater.com.au]
Sent: Friday, 10 July 2009 10:02 AM
To: Ward, Mary
Cc: Regan, Tracie
Subject: Fluoride

Morning Mary,

Hope you are well for a Friday.

I have been chasing the fluoride boys along and all have completed the assessment task Ok but are having a few difficulties in uploading.

This being the case, they are stressing a bit about the Sunday night (12th) deadline.

Could you please stretch them all out by 7 days so that the all finish s.73(1) - Irrelevant inform (excepted) on the 19th of July giving them an extra week.

Kind Regards

Ray

Raymond Stephenson
Senior Process & Planning Engineer
Level 2 240 Margaret Street, Brisbane
QLD Bulk Water Supply Authority *trading as* Seqwater

 cid:image001.png@01C94A45.1D:

Ph (07) 3035 5593 | Fax (07) 3229 7926 | Mob 0428 677 930 | E rstephenson@seqwater.com.au
Website | www.seqwater.com.au

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